

# NEWSLETTER

Leadership with Purpose  
and Passion LLC

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## LEADERSHIP TIP OF THE MONTH

You, as the new manager, are finally in charge and now have authority to make some badly needed changes in how work is performed. One of your plans is to brief your new employees on rules you plan to implement and therefore expect them to follow. However, prior to scheduling the meeting, you decide to run your plans by a former manager friend. The friend provided the following advice.

1. Make no unnecessary changes for the 1st 90-days – Making changes to policies, procedures or how employees perform their job without becoming acquainted with and understanding the “why” or history behind current processes may result in employees becoming offensive, angry and wanting to quit.

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2. Gather major issues and concerns – Spend time talking with employees and management on major problems or concerns that haven’t been addressed. Ask for recommendations and suggestions for addressing the identified issues. Get employee agreement and support.



3. Communicate upcoming changes in a timely manner – Advise employees of upcoming changes, ensure they understand why they are being made and when the change will take effect. Work to avoid any element of surprise and provide employees opportunities to ask questions and/or give feedback.

# IRON SHARPENS IRON

2017 Consortium Diversity and Leadership Programs

**Coopwood Progressive Workshop Development (CPWD)  
Leadership with Purpose and Passion (LWPAP)**

## **“Organizational and Personal Growth Professionals”**

CPWD and LWPAP is a Consortium of leadership and personal development professionals who are inspired to change organizational culture through focused seminars, workshops and on-site consultations. The consortium’s vision is to be recognized for excellence in igniting organizational change and personal discovery by offering unique learning experiences and programs to small, medium and large profit and non-profit organizations.

To schedule a FREE Consultation or receive more information on the programs offered, Contact [drcoop@cpwdllc.com](mailto:drcoop@cpwdllc.com) or [jford@lwpap.com](mailto:jford@lwpap.com).



## **2017 Spring Semester Enrollment Starts May 22nd**

The NVCC Certificate in Management Practices provides a firm foundation in management, with an emphasis on practical and applicable skills and techniques. Go to the website to learn more and [Sign-up](#) for the upcoming spring program!

## **2017 Summer Sessions NVCC in Reston, VA**

July 13 | Teamwork in Today’s Work Environment 6pm – 9:30pm

# DAY AND LIFE OF SUPERVISION



You are an employee at a local business and were told yesterday by Corporate that you may be promoted to supervisor because all the previous supervisors walked off the job last week. You've received numerous comments in the past by customers and peers that you had the ability to be a good supervisor, but never expected to be placed in the position so soon. This morning you received a phone call from Corporate stating that they decided to promote you to supervisor and wanted you to report to work early to start training. What questions should you ask? What actions should you take first?

How would you handle this occurrence if it were you?

## ASK DR. COOP

### Diversity Doodles & Aha's

**Situation:** You are asked to present the benefits of diversity to fellow managers in your company. The responses are grumbles about “diversity fatigue” and many middle managers, who are white males, complain that they “mourn” coming to work because they are tired of people of color not “picking themselves up by their bootstraps” and dealing with diversity issues on their own. How would you plan to address the “mourning” of your fellow managers and what type of training is most effective for this group?

**Thought:** This type of “mourning”, while not uncommon among white, heterosexual, no-disability white males, can be especially damaging to the diversity agenda of your company. You want to acknowledge any direct and indirect discriminatory thoughts and behaviors and provide stages of transformation toward coming to grips with the reality of today's diverse workplace and marketplace.

**Suggestion:** Acknowledge “mourning” as both inadvertent discrimination and direct pushback against an agenda that benefits everyone. Demonstrate how not accepting others is a self-destructive

and places blame on diverse personnel for historical disadvantages received from a system that supposed to benefits them. Use the company policies for diversity and discrimination to frame how certain behaviors can polarize people from majority and minority groups. Also, connect “mourning” to workforce impact and management responsibility. Good management begins with self-management.

Ken Coopwood, PhD  
Follow Dr. Coop at @askdrcoop

## CONNECTIONS

The readers of today are the leaders of tomorrow  
**BOOK HIGHLIGHT**

### Becoming a Better Boss

Written by: Julian Birkinshaw

*This is not just another book about what makes an effective manager. Becoming a Better Boss highlights why well-known advice on good management is so rarely heeded. By focusing on management through the eyes of an employee, Julian Birkinshaw gives us insightful and helpful advice on what we might do differently - both as individual managers of others, and as architects of the organizations in which we work.*

# I HAVE A QUESTION



**As a manager of a large luxury apartment complex, I am tasked with addressing all customer service calls and ensuring issues are resolved in a timely manner. All customer calls are electronically logged and sent to the corporate office for tracking. Many of the customer calls, when investigated, are not issues to be addressed. How do I communicate to customers and inform them of issues that require a service call?**

For the Answer Go to LWPAP [online!](#)

**WOULD YOU LIKE TO HAVE A QUESTION FEATURED IN THE NEXT NEWSLETTER?**

**SUBMIT YOUR QUESTIONS TO US!**

Email [jford@lwpap.com](mailto:jford@lwpap.com)  
*Subject: 'I Have a Question'*

## CONTACT

Leadership with Purpose and Passion was launched to address the need for practical and effective leadership in today's workplace. The lack of effective leadership has led to rapid employee turnover, increased absences, rising health issues, increased overtime pay and customer dissatisfaction. All these issues have a direct impact on your organizations performance, productivity and profits. LWPAP provides unique coaching/training services for management teams in small to medium size organizations with 10 to 1000 employees seeking help with workplace issues. Our services are available to both profit and nonprofit organizations and are specifically designed to meet the needs of our customer.

**Contact us today for a free consultation!  
540-358-5323**

LWPAP NEWSLETTER



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CEO/Principal**

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