

NEWSLETTER

Leadership with Purpose
and Passion, LLC

February 2017 • Volume 2, Issue 2



LEADERSHIP TIP OF THE MONTH

It really feels great to be promoted into supervision! There's excitement about the new job, getting to know your new team members and the freedom to help make the workplace better. However, not everyone on your new team will feel the same way and may even make it their mission to see that no changes are made and your success is short lived.

Inheriting team members with challenging attitudes can cause more bad days than good if not handled correctly. But how do you identify the "toxic" behaviors and address them once you know who they are? We will briefly discuss three of the most disruptive workplace behaviors and how to effectively address them.

1. **The Know-it-All** – They are pretty easy to identify because they will most likely come and introduce themselves before anyone else, volunteer to show you the "ropes" and let you know to come to them if you need anything. The "Know-it-All" has a big ego, is normally prideful and rarely accepts assistance from others.

SECTIONS

- **Leadership Tip of the Week | Pg. 1**
- **Speaking of Protocol | Pg. 2**
- **Iron Sharpens Iron | Pg. 2**
- **Connections | Pg. 3**
- **Day in the Life of Supervision | Pg. 3**
- **Diversity Doodles & Aha's | Pg. 3**
- **I Have a Question | Pg. 4**
- **Contact | Pg. 4**

2. **The Fire Starter** – This person is a ring leader and has the ability to convince other employees to think a certain way, whether it's for or against management decisions. There's plenty of talk, but little or no action when it comes to volunteering to help out.

3. **Management Rival** – Management can't be trusted is the motto for employees who seem to question every management decision. They constantly resist direction and will on occasion flirt with insubordination.

As a supervisor, it's very important that disruptive behavior be addressed quickly and not allowed to negatively impact the work environment. Below are a few suggestions for addressing disruptive and toxic behavior.

1. Always prepare for meetings with employees and never react in the moment unless safety is an issue.
2. During conversations, make sure the focus is on the behavior and not the person or their personality.
3. Acknowledge the employee's point of view and/or concerns but be persistent in coming up with a final solution. Make sure the employee agrees, summarize the decision and schedule a follow-up meeting.

Protocol, an established code of behavior, is silent but steeped in tradition and required courtesies. A breach in protocol often goes unspoken but has ruined many promising relationships. Today's "business casual" mindset underestimates the role of protocol in business interactions and negotiations. As the marketplace becomes more culturally intertwined, social intelligence and professionalism has become increasingly important. Protocol and etiquette training provide the necessary knowledge to navigate with confidence and control in any business or social setting.



John Kuypers "Who's The Driver Anyway?" states that professional presence is "self awareness" and the foundation to growing your presence with others. It is the polish inside of a person." When worn correctly, it is the edge that quietly distinguishes you as a charismatic and self-assured professional. Professional presence is not part of a job application, job title or function. It is the soft skills that are assumed of everyone entering the workforce, regardless of the profession. It is not measured by the highest level of education you achieve or by tests of intelligence or technical expertise. It is an invisible cloak that identifies you to everyone you meet; it is exuded in all encounters – every time, everywhere. Professional presence is the very essence of who you are.

Coupled with requisite social skills and technical acumen, professional presence grants personal "power points", i.e., unspoken latitude not necessarily tabulated but granted by others in the sub-conscious realm. It lends an air of respectability and charm to business and societal relationships. It gives the expectation of extraordinary kindness, and alludes to an air of superiority, especially when the behavior is openly gracious. It is in fact, the polish of professionalism without false flattery. But, how does one gain this presence?

Professional presence is a skill that is learned rather than intuited. In social and business situations it can be either caught or taught. Those who are discerning usually adjust themselves to the particular culture, situation, or professional climate without outward discomfort. Unfortunately, those who are taught do so with much embarrassment and chagrin! Picture the aspiring professional who unwittingly attempts to give "high-fives" to their superiors or the co-worker who disregards the fact that the three people before them have ordered a \$10 meal and blatantly orders the \$50 "Surf and Turf" at a shared cost luncheon!

Everyone benefits greatly from protocol instruction. Protocol and etiquette training deciphers the nuances of social interactions by explaining the significance of a handshake, proper introductions, dining skills, and order of precedence. It delves into the challenges of the international arena and paints a clear picture of how to avoid and recover from social faux pas. This knowledge establishes a professional presence, facilitates a positive personal rapport and builds the foundation for solid business and personal relationships.

I am Pamela Coopwood and I am "Speaking of Protocol"
www.speakingofprotocol.com



**NVCC Certificate in Management Practice
Signup for the 2017 Spring Semester!**

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!

[Sing up Today!](#)

IRON SHARPENS IRON



"I Need to Know Now!"

By Janet A. Ford

A Quick Reference Guide for People in CHARGE!

If you are new to supervision or thinking of taking on a supervisory role, this book offers you simple and practical guidance for effectively handling day to day employee relationship issues.

Get Your Copy Today! Click [HERE](#)

DAY AND LIFE OF SUPERVISION



You're the team lead of a four-men crew at a very large apartment complex. For the last three Sunday evenings, TW, one of the men on your crew has called and requested Monday off due to several family issues. Up to this point, you have approved the absences because he's a good worker and never causes any trouble. However, when the other three team members hear that TW is off again, they start to complain about the extra work they'll have to do because he's at home sleeping off his weekend hangover. TW is scheduled to come to work on Tuesday. Should you say something about the conflicting stories? Why or why not?

Diversity Doodles & Aha's

Situation: You've made your resolve to be a comprehensive manager clear. Lately, you've learned about some naysayers stirring up "whisperings" and forming a coalition to undermine your efforts. You get called into the office by your Vice President. He asks, "Why don't you just give those who are complaining what they want?" How would you respond?

Thought: Instead of thinking that your employees could go over your head and be supported, think about how you and your VP can work together to support the change you see needed among your staff. Be confident, not settled, about your beliefs as a manager and ask for support with values you find are shared by the VP.

Suggestion: Susan B. Anthony once said "Cautious, careful people always casting about to preserve their reputation or social standards never can bring about reform. Those who are really in earnest are willing to be anything or nothing in the world's estimation, and publicly and privately, in season and out, avow their sympathies with despised ideas and their advocates, and bear the consequences." This quote represents the spirit of leadership needed in this situation. If you want a company where employees are proud to work achieve, then there must be a team approach against reward for popularity and political undermining. Seek to first represent this quality and spirit with the VP. If it can't happen, then earnestly avow to the higher motives and accept the consequences.

Ken Coopwood, Sr., PhD

www.cpwdllc.com

CONNECTIONS

The readers of today are the leaders of tomorrow

We have put together a list of books and articles that provide information on various leadership and management topics.

BOOKS

'Start With Why'

How Great Leaders Enspire Everyone to Take Action
New York Times Bestseller

by Simon Sinek

In 'Start with Why,' Sinek inspires people to do the things that inspire them.

**See the TED TALK on START WITH WHY [HERE](#).*

'Leaders Eat Last'

Why Some Teams Pull Together and Others Don't
by Simon Sinek

In this sequel to 'Start With Why,' Sinek explores how leaders can inspire cooperation and change and focuses on the millennial generation in the workplace.

ARTICLE

[The Road to Extraordinary](#)

by The Quiet Leadership Institute

The goal of deliberate practice is not just to reach your potential but to build it, to make things possible that were not possible before.



I HAVE A QUESTION

How do you handle a relationship with someone you know on a personal level when you've been promoted as manager over them?

This is one of the most challenging situations a person promoted within their organization will face. Most people spend a lot of time cultivating and nurturing workplace relationships and find it almost impossible to make the transition into management because of the issues that occur with former peers. However, there are ways to make the move from peer to supervisor without having all the “emotional fireworks” go off.

1. Prior to the official promotion announcement, have a conversation with your friends and let them know how much you value your relationships. Let them know that there will be some changes and you'd appreciate their support and assistance in working through them.

2. Mutually agree upon new workplace and after-hour boundaries. Explain that these will help you be more objective and unbiased when making decisions for them as an employee and the organization as a whole.

3. Quickly address any signs of resentment, jealousy or negative behavior that may arise because of the relationship change. Be kind and understand that former peers and friends must work through their emotions of losing you before they can embrace you as their new boss.

4. Be objective and confident as you step into your new position. Don't try to please former peers to feel like you're still in the group because you're not. Focus on being the effective leader they need you to be.

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



Janet A. Ford,
CEO/Principal

Leadership with Purpose and Passion, LLC
leadwithpurposeandpassion@gmail.com
jford@lwpap.com

www.lwpap.com