

# NEWSLETTER

Leadership with Purpose  
and Passion, LLC

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## LEADERSHIP TIP OF THE MONTH

A person who applies for and is selected as a supervisor generally has a pretty good idea of what the job will entail; otherwise they probably wouldn't have submitted an application or bid. However, for those who are abruptly promoted because of situations out of their control, the change can be daunting and downright intimidating. One day you're one of the team members with specific duties and responsibilities. The next day you're tossed the supervisors' mantle and now are responsible for the team, their performance and everything else that goes along with this "deer-in-the-headlights" position. Where do you start? How do you address your team as the leader when yesterday you were one of them? Who do you turn to for help, guidance and support? These are real questions for those finding themselves in a position of authority over others without warning or notice. Relax, take a deep breath and don't panic. There

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are ways to minimize the stress, gain trust of those on your new team and be effective in your new leadership role. Here's how:

1. Ask your superiors to fill you in on work priorities and anything they want you to accomplish within a specified amount of time; and be specific. In other words, ask what the plan is for moving forward, what is expected of you and how the plan impacts your team.
2. Talk to your team as soon as possible. Let them know that you were just as surprised about the change and then provide them any information you can about the company's plans and potential impact on them.
3. Reduce feelings of resentment and anger. Let your new team know you appreciate their contributions, will strive to meet their needs personally and as a team and; that you will not abandon ship. Take the time to answer questions, address negative feelings and build positive relationships one person at a time.
4. Keep the line of communication open, address the small and seemingly insignificant issues quickly and ask, versus just assigning, for help from those with the skill to perform efficiently.

# SPEAKING OF PROTOCOL • 😏 What Are You Really Trying to Say!@!@

It's easy to forget that the person on the other side of the computer screen is human. After all, even the computer can respond to you! But, it is to the detriment of our relationships that we forget about the "H" in CHI (Computer HUMAN interface)! Sure, I may not actually see you, but words carry just as much power as presence; or we hope they do! If not, we reason, let's just use an emoticon 😊...right?! Wrong!

Beverly Langford makes a solid point in *The Etiquette Edge* when she states "knowledge, skill, work ethic, integrity, ambition - all of these factors are essential to achieving our goals. However, we make a serious mistake if we ignore the importance of effective communication and appropriate behavior, social savvy and commonsense etiquette." We cannot pretend that professional communications are always covered by symbols or more words to explain the words. Sometimes we have to take the extra step and actually communicate...IN PERSON! It takes guts to look over the screen and risk your face saying something that your mind never intended, but there is still hope that even in a technically-savvy environment, real conversation can take place and a real smile will replace the emoticon! Here's how to recover from a technical mis-communication:

1. Breathe. Not only is this totally human, but it will calm your nerves.
2. Remember the things you learned in kindergarten? The importance of treating people well still applies as an adult. Whether you call these things manners, etiquette, protocol or good behavior, they are still relevant, so perhaps you can rehearse them.
3. Make an appointment. Call, get on the person's calendar, intercept them at lunch, meet them at their car, but make the first move to be human about a needed conversation.
4. Approach with a smile and extend your hand. Remember that in business, the first person to offer the hand holds the power in the conversation!
5. If you have never met the person face-to-face before, state your name and how you are connected and why you are making the effort to connect. "Hello, I am Henry Odus. I work in the IT department of Birds, Inc, I am the person who responded to your computer issues and I wanted to clarify ...."
6. After all is said and done, thank the person for allowing an opportunity to clear the air. Invite them to "please continue with an open line of communication." Shake hands (yes, again!) to close the face-to-face conversation. Remember that nothing can ever be as bad as a misunderstanding that festers and continues to beg for resolution. So even in a computer interface environment, it is important to remain as human as possible by being credible, being trustworthy, being real. By changing the medium of communication, you have initiated placing the human element in future interactions. Now, emoticon away...not really!

I am Pamela Coopwood and I am Speaking of Protocol, LLC

*Pamela Coopwood, CEO of Speaking of Protocol, LLC is available for corporate training and workshops in professional protocol and business etiquette. For a complete list of available training visit [www.speakingofprotocol.com](http://www.speakingofprotocol.com) or to book her as speaker at your next event contact her now at [pamela@speakingofprotocol.com](mailto:pamela@speakingofprotocol.com)*



## Sign up for the 2017 Summer 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 Summer program!

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

- June 15 | Successful Time Management | 6pm – 9:30pm
- June 1 | What Management Is and Manager's Do | 6pm – 9:30pm
- July 13 | Teamwork in Today's Work Environment | 6pm – 9:30pm



## MANAGING BIAS IN THE WORKPLACE

Are your employees complaining of unfair or biased treatment? Do you have a high employee turnover rate or EEO actions pending?

### This workshop is for YOU!

Join us and learn more about workplace biases through fun, interactive exercises and discussions on how to identify workplace biases, take corrective actions and minimize future occurrences.

[CLICK HERE TO REGISTER TODAY!](#)

# DAY AND LIFE OF SUPERVISION



You've been the lead supervisor of a remote truck plant for over 5 years and have never had a visitor from the corporate office. You receive a message this morning that the company President is planning to visit the plant in a couple of weeks. That's a relief because it gives enough time for the teams to clean up the shops, remove any questionable postings on lockers and in the breakroom and to brief the teams on how they should conduct themselves in front of infrequent visitors, especially the company President. However, as you're briefing the other supervisors on the message, your secretary calls on the shop phone and nervously states that the company President and his entourage are standing in the lobby waiting for you.

What would be your plan of action in this situation?

## ASK DR. COOP

Diversity Doodles & Aha's

**Situation:** You've made clear your resolve to be a comprehensive manager. However, lately you've learned some naysayers are 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 can 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 diversity

leadership needed in this situation. If you want a company where all employees are proud to work, then you must lead a team approach against rewards for popularity and political undermining. Seek first to represent this virtue, then align it with expectations of quality shared with the VP. If it can't happen, then earnestly avow to the higher motives and accept the consequences.

Ken Coopwood, PhD  
Follow Dr. Coop at @askdrcoop

## CONNECTIONS

The readers of today are the leaders of tomorrow

### BOOK HIGHLIGHT

**'The Mentor Leader: Secrets to Building People and Teams That Win Consistently'**

by Tony Dungy

*Using stories from his coaching and playing days, along with examples from the Bible, Dungy demonstrates the different components of being a mentor leader. Dungy insists, "Building a life of significance, and creating a legacy of real value, means being willing to get your hands dirty."*



# I HAVE A QUESTION

***What actions should I take to demonstrate I am ready to be promoted to the next level of leadership when the previous supervisor's performance resulted in excessive overtime costs for the company?***

The last thing anyone in leadership should do is cost their company money because of poor performance and lack of oversight. After all, as a company leader, the goal should be to efficiently produce and deliver quality products and services within budget and/or minimal cost to the company. When this doesn't occur, company management must take action to correct the problem and put controls in place to ensure the issue doesn't reoccur.

This is an opportunity for the person next in line for the position to "shine like new money". Why? You have an opportunity as the "acting" leader to fix the problem and come up with a plan to ensure the problem doesn't

happen again! What a gift! Here are a few suggestions to get you started.

1. Even though you were not responsible for the action, take some ownership for not addressing what you saw with the previous supervisor.
2. Advise that you have a plan that can fix the problem and ask for a specific amount of time to present the plan of action prior to implementation.
3. Gather the information you'll need such as the maximum amount of overtime the company wants to pay each month, week or day. Develop a policy for how overtime will be equitably distributed and managed.
4. Present your plan and once approved, set a date for implementation, brief your team on the new policy and document the briefing date for future employee compliance issues.

**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**



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