

Leadership Tip of the Month

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Disruptive Workplace Behavior

One of the greatest gifts an employer can give their employees is a peaceful and fun work environment. But what happens when situations, internal or external, disrupt that harmonious atmosphere? How do you appropriately handle employees who are frustrated, angry and can't seem to resolve the issues that push their "red" button?

Because people bring their life stresses and anxieties to work, leaders must have the ability to address behaviors that are potentially disturbing to their teams and overall work environment. Here are a few tips on how to effectively handle disruptive workplace behavior.

- 1. Don't React or Retaliate** – Remember, fire plus fire equals more fire! The goal is to put out the fire, find out why it started and then take actions to prevent it from starting again.
- 2. Don't Attack the Person; Address the Behavior** – One of the quickest ways to rekindle disruptive behavior is to attack the character of a person. First, start the conversation with a compliment to water down the heightened emotions and to make addressing the behavior issue much easier. Secondly, take time to listen to the persons' point of view and acknowledge understanding. Thirdly, speak to the inappropriate behavior only and the policy or procedure, if any, that was violated.
- 3. Work to find a resolution** – Resolving the current issue and preventing new ones should always be the objective. Get the person directly involved in the resolution process to promote greater accountability, buy-in and assurance of no recurrence.



Let us know if these tips were helpful to you or a friend and feel free to share them with others.

See our upcoming WEBINAR on page 2!
Sign up by link or on our website.

<http://lwpap.com/lwpap/>

Iron Sharpens Iron

“I Need to Know Now!”

By Janet A. Ford



A Quick Reference Guide for People in CHARGE!

“I Need to Know Now!” was written to provide those that love, yes I said love, their supervisor or managerial roles and desire to bring out the best in their team members and themselves. This book is needed because managers and supervisors are the backbone of their organizations and hold the keys to success or failure in their hands. Why? Because they directly impact the “heartbeat” of any organization – **the employees who make it all happen!**

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 Yours Today! Click [HERE](#)

Webinar: FINALLY IN CHARGE? NOW WHAT?

Just got promoted or hired into a new leadership position and need some tips on being effective?

Join us on **July 20, 2016 at 1pm** for this interactive webinar discussion. Click the link below and sign-up **TODAY!**

<https://attendee.gotowebinar.com/register/3978618384288657922>



Day and Life of Supervision

As you walk through the front door of the restaurant, one of your best servers asked to speak to you in your office. He is very upset because the customer he was serving got angry and spit in his food because it wasn't served in 5 minutes like advertised and now they want to speak to you directly. You are already short staffed, the restaurant is unusually full for a mid-week day and the reservationist just advised that a company party with 50 people just walked in unexpected because their reservation was recorded on the wrong day.

How would you address these issues?

**ADULT
SUPERVISION
REQUIRED**

Connections

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

'The Leadership Challenge: How to Make Extraordinary Things Happen in Organizations'

by James M. Kouzes and Barry Z. Posner

'The 5 Levels of Leadership: Proven Steps to Maximize Your Potential'

by John C. Maxwell

Article:

The Most Important Leadership Competencies, According to Leaders Around the World

by Sunnie Giles

<https://hbr.org/2016/03/the-most-important-leadership-competencies-according-to-leaders-around-the-world>



**The Readers of
Today
are Leaders of
Tomorrow**

Worth Repeating

“There is a difference between being a leader and being a boss. Both are based on authority. A boss demands blind obedience; a leader earns his authority through understanding and trust.”

— Klaus Balkenhol

Quote

I have a question

How do you show your manager the value of your skillset when they are unfamiliar with what you do and the value it brings to the workplace?



Let me start my saying that I once had a manager that was new in his position and to our facility. When he gave me my 1st performance rating, I was shocked and disappointed with how little he knew about what I did and contributed to the success of the organization and to his success as well. So, I asked if I could provide him with additional information on what I had accomplished before signing the performance rating. When he received my additions, he stated how ashamed he was to see how much I'd accomplished and didn't realize it. He changed my rating! So, here are a few suggestions that may help in this area:

1. Keep track of your performance on a daily basis using a planner or journal tool. Document what (issue/problem), how (actions taken) and the results (outcome).
2. Use the daily documentation to develop a monthly summary report that is categorized based on priorities, topics or departments. Note items not accomplished and to be carried over to the next month. Note: Try not to make the report about you, but about what the organization/department/team has accomplished.
3. Request time to verbally brief your manager on the monthly summary report including carry over items. The objective is to indirectly raise awareness of your accomplishments and contributions to the organizational success and theirs.
4. Provide a written summary report to your manager on a quarterly, semi-annual or yearly basis for performance documentation.

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.

Call us today for a free consultation!
844-482-Lead(5323)



*The Solution to
 "People Pains"
 in the Workplace*

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