

# Stand-up and Lead

April 2016

## Leadership Tip of the Week

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Have you ever had a supervisor or manager who always did things themselves and very seldom, if ever, asked for help from others? In the long run, how well did that work out for them? How well did it work out for the organization or the customers they served? Let's face it, trying to do everything yourself because you're the supervisor or manager is foolish and counterproductive! Team members bring valuable talent and skill to the table and it's up to you as the leader to realize what it is and how to effectively use it. Here are a few tips to get started on utilizing the talent within your team or organization.

1. Leaders must have a clear vision and strategy for the work to be accomplished. People

don't just want to know what they should be doing, but why they are doing it. Providing a thorough explanation of why tasks are to be performed or certain changes are taking place builds trust and increases the willingness to perform.

2. Always take time to listen to ideas and suggestions from those actually performing the work. Why? They know the intricate details of the job or task because they do it on a consistent basis. So, when employees come with a solution to a problem, listen to them! Even if it's not the best solution or the information provided won't solve the problem, the fact that time was taken to "hear them out" builds your credibility and their support.

3. One of the best things a leader can do for their

workforce is empower them to take action. Giving people the freedom to address problems they see and/or identify in the work environment is invaluable to the growth and development of the Individual as well as the team. Empowerment motivates employees to find viable solutions to current problems and, it sparks the desire for continued process and performance improvements.



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

## UPCOMING EVENTS

Leadership in Ministry Retreat 5/13 - 15/16  
National Conference Center, Leesburg, VA  
Janet Ford - Opening Speaker on 5/14/16

KAPPA DELTA PI International Honor Society Induction 5/5/16  
Morgan State University - Baltimore, MD  
Janet Ford - Keynote Speaker



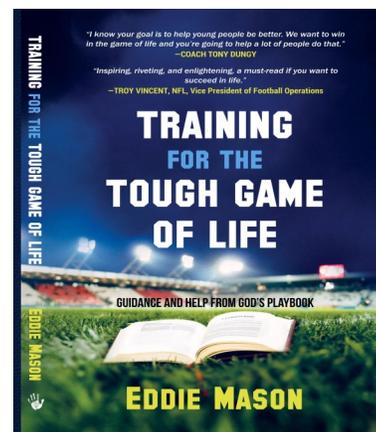
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## Iron Sharpens Iron

EDDIE MASON \_ Author of *“Training for the Tough Game of Life”*

Former NFL Linebacker writes a life-transforming “playbook” after he learned to overcome personal adversities from calling “bad plays.” Grounding himself in Biblical truth, he merged from the turmoil and heartache of his past that nearly cost him his career and turned his life into success filled with peace and happiness. His book, “Training for the Tough Game of Life,” teaches how to turn a crisis into a positive experience.

Today Eddie owns his own fitness business and lives with his wife and two children in the metro D.C. area.



## Worth Repeating



### The True Leadership Treasure

went on search to be a leader,  
Searching high and low above the meter,

I spoke with authority that I remember,  
All would follow, all but one member,

“Why should I trust you?” the one did ask,  
“What have you done to achieve the task?”

I thought long and hard of what I did wrong,  
Then I rolled up my sleeves and worked right along,

Shoulder to shoulder we got

things done,  
We worked side by side, all were one,

A mate of mine stumbled, I stooped to assist,  
My hand he did grab, a smile did persist,

One was lost, didn’t know what to do,  
I showed him how, the ropes, something new

I praised them one and all for their work,  
All were unique, but I encouraged each quirk,

When the task was done,

one did shout  
“You’re a great leader!”  
they all turned about,

“Without you there to support our plight,  
Lost would we be with no end in sight”,

I learned that day that I lead best,  
When I get off my butt and help the rest,

To lead by example is the true treasure,  
The secret of leadership, in one simple measure.

by **Victor Antonio G.**

## Day and Life of Supervision

You are the mid-shift supervisor this week and decided to come in a little early to catchup on performance paperwork before taking over the watch from your evening shift peer. You start to turn on the computer in the office that all the supervisors share and notice that the evening shift supervisor was already logged on. As you start to log them off, you notice an unfamiliar icon on the desk top and you click it to see what it is. The page displays a picture with explicit sexual content. Shocked and nervous, you quickly close the link to the page, log the supervisor off and you log on.

1. What should you do next and why?

## Connections

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

**How to Win Friends and Influence People** by Dale Carnegie

**Tribes** by Seth Godin

**Decoding leadership: What really matters** By Claudio Feser, Fernanda Mayol, and Ramesh Srinivasan <http://www.mckinsey.com/global-themes/leadership/decoding-leadership-what-really-matters>



**“Not all readers are leaders, but all leaders are readers.”**

**-Harry S. Truman**

## I have a question

**Q: How do you as a leader confront a disagreement/argument between coworkers?**

**A:** Where there're people, there will be conflict at some point. Even the best of friends, coworkers, employees and leaders will have a disagreement or confrontation during the course of their work relationship. But how do you effectively handle disagreements and leave everyone involved intact and unharmed? Here are a few suggestions for your tool box.

1. Take control of the situation immediately by removing the confronting parties out of public view and into a private location, separating them if the situation warrants. Unfortunately, some people thrive on seeing overt confrontations and will find ways to fuel the fire. It is also disruptive to the rest of the workplace and while some may enjoy the brief burst of

entertainment, others may find it frightening, offensive or an opportunity to take sides.

2. Talk to both individuals and get the "what" and "why" behind the occurrence. This will help with understanding how the conflict started and escalated to the current state and determining what is needed for resolution. Don't forget to document the conversations and coordinate with upper management or human resources (HR), if applicable.

3. Get back to the employees and make sure company policies or procedures are available if needed to substantiate your decision. Note, if you determine or the employee believes that disciplinary actions may result from the discussion, stop the meeting and re-schedule separate meetings with each individual. This is to protect the employee's right to privacy.



Work to get buy-in to the final decision and an agreement by both employees that the issue is resolved. Disagreements come in all shapes and sizes and unfortunately, there is no "one size fits all" when it comes to resolving conflict. Each occurrence has its own set of circumstances, perceptions, emotional energy and outcome. Leaders must strive to minimize conflict in the workplace by understanding their employees, addressing all concerns in a timely manner and resolve conflict between employees at the lowest level.

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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!  
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