

MOTIVATIONAL LEADERSHIP Part III

Leading a Team Effectively and Efficiently!

Presented by

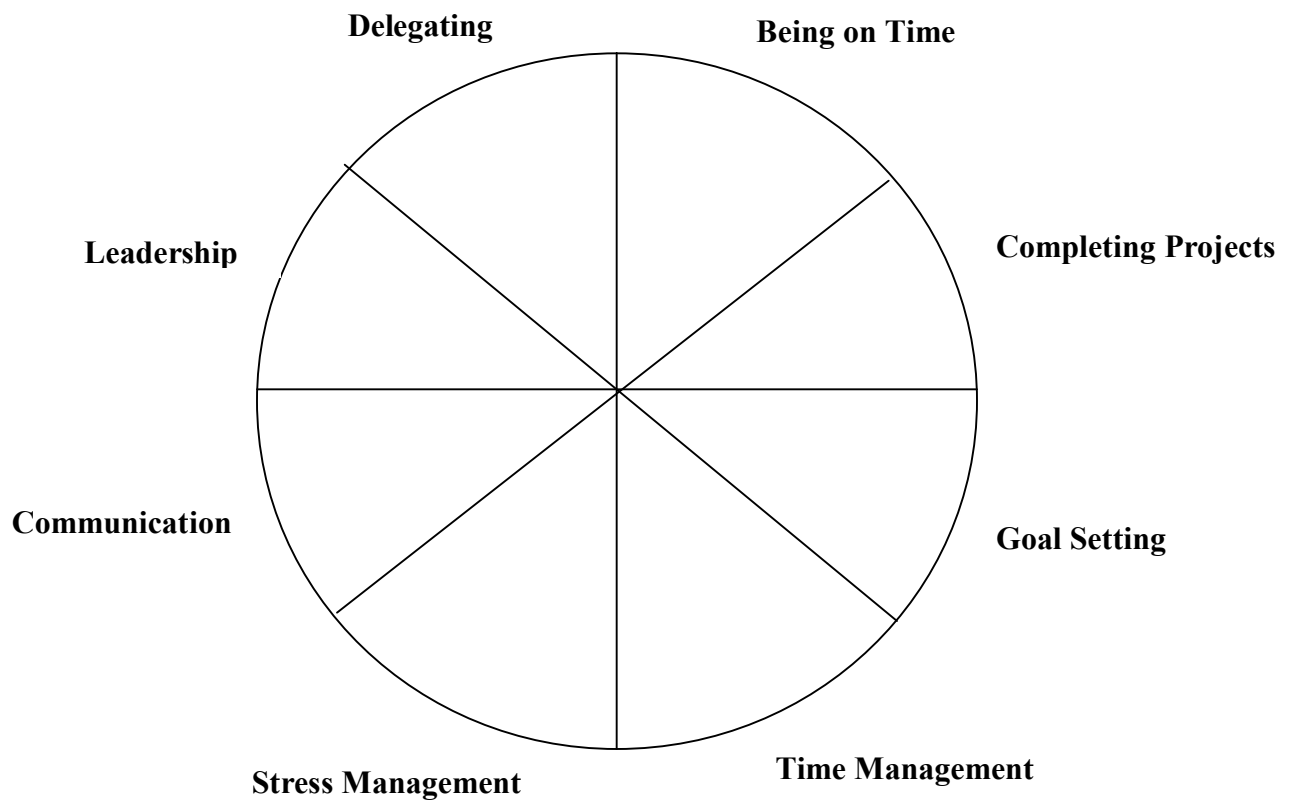
BECK
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Name _____

Leadership Wheel of Life

Please rate yourself in these areas of your career.

Place a dot in each quadrant.



NAME:

JOB DESCRIPTION

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

12 Leadership Ideas

From Cathy Coughlin, President & CEO ~ AT&T Midwest

- 1. Establish clear direction-What problem are we trying to solve?**
- 2. Define what success looks like ~ How will you know?**
- 3. Inspect what you expect-Daily inspection is crucial & critical.**
- 4. Leaders need to be honest & objective-Be flexible if something is wrong.**
- 5. Openly share information-the more your team knows the more ownership they take.**
- 6. Different people are to be lead differently.**
- 7. Life isn't fair, get over it ~ Put it on the calendar-Problems tomorrow.**
- 8. Preserve and nurture your business peer relationships.**
- 9. Learn how to move on after tough decisions.**
- 10. Own the bad ~ pass on the good.**
- 11. Be a perpetual student.**
- 12. Start meetings with success stories.**

Inspect What You Expect

Hire an outside company to shop your company. Have them pose as customers and rate your customer service, attention to detail, and general caring for your customers.

How else will you know what's going on when you are not there? Once you do this, use the information to:

- Measure success
- Give awards
- Recognize and reward good behavior
- Train employees
- Get rid of the bad egg
- Train supervisors and managers

Company's say they can't afford to do it! I say you can't afford not to do it!

~~~~~DISCONNECT~~~~~

\_\_\_\_\_ % of companies claim they deliver Exceptional Customer Service, while only \_\_\_\_\_ % of the customers surveyed said they received Exceptional Customer Service.



## *Communicating Appreciation*

A Gallup poll of more than 4 million employees found that those who receive praise:

- increase their individual productivity
- increase interaction among colleagues
- are more likely to stay in their current jobs

Gallup research also revealed that the #1 reason most Americans leave their jobs is because they don't feel appreciated -- and 65% of the people surveyed said they did not receive recognition for good work in the past year.

Homework: Look them in the eye and tell them how much you appreciate what they've done in the past month/year. Focus on the positive! One by One, Heart to Heart!

You may feel a tad uncomfortable but that's O.K., do it anyway! It'll be worth it!

# A Good Coach is Someone Who

- Understands people's motivations
- Grasps the big picture-not just what but why
- Practices self awareness (Witnessing)
- Collaborates with others
- Is willing to make others accountable

## Retention Rate

When we tell/dictate information to employees, after 3 months they retain only 10% of what they were told.

When we *coach* employees on arriving at the information themselves, after 3 months they retain at least 65% of the information.





**My Commitment to myself and my team starting tomorrow morning and going through (day) \_\_\_\_\_ (year) \_\_\_\_\_ is:**

1) Affirm my day everyday saying with passion and excitement the following out loud:

a) Today is an excellent day; I will be at my best all day today.

b) I am a great leader. I handle problems with ease.

c) I demonstrate professionalism with everyone I encounter today.

d) I recognize employees who demonstrate exceptional customer service.

e) Perfection I will attempt, Excellence I will achieve!

f) \_\_\_\_\_

\_\_\_\_\_

g) \_\_\_\_\_

\_\_\_\_\_

2) Make my bed every day.

Signature \_\_\_\_\_

# Programs Offered by Steve Beck

## **The E.C.S. (X) Factor Part I & II & III (Half Days)**

- ✓ 3 Modules of Delivering *Exceptional Customer Service*

## **Sales Training (Full Day)**

- ✓ How to increase sales & decrease stress

## **Goal Setting (Half Day)**

- ✓ Preparing for your future today

## **Leadership (Full Day)**

- ✓ Leading a team effectively & efficiently

## **Time Management (Full Day)**

- ✓ Fitting a 10-hour day into 8

## **Effective Communication Skills (Half Day)**

- ✓ Understanding how others communicate  
(Matures/Xers/Boomers/ Millennials)

## **Life-Work Balance (Half Day)**

- ✓ 12 simple action steps to create balance in one's life

## **Effective Presentation Skills (Full Day - 8 Max)**

- ✓ Getting through the fear to accomplish greatness

## **Coaching the E.C.S. (X) Factor (Half Day)**

- ✓ The skillful art of encouragement

## **Life-Work Balance (Half Day)**

- ✓ 12 simple action steps to create balance in one's life

*Thank You for  
attending today!*

**Remember You're On Stage and  
You're Always Being Watched.**

**So...**

**Go Out And Lead Your Team To Be The BEST!**

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