

Leadership & Team Building



Facilitator: Jeff Dance

Objectives

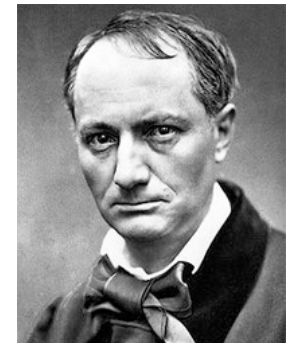
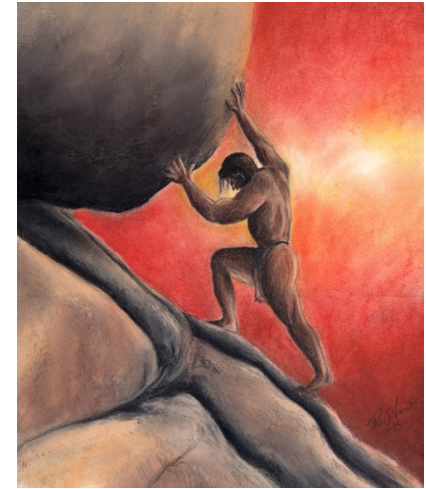
- Leaders Influence**
- Leaders Actively Listen**
- Leaders Serve**

How Do People See Work?

Evil Fate - *Le Guignon*

By: Charles Baudelaire

A man need be brave and strong
As Sisyphus, for such a task!
It is not greater zeal I ask —
But life is brief, and art is long.
To a forsaken mound of clay
Where no admirers ever come,
My heart, like an invisible drum,
Goes beating a dead march all day.
Many a jewel of untold worth
Lies slumbering at the core of earth,
In darkness and oblivion drowned;
Many a flower has bloomed and spent
The secret of its passionate scent
Upon the wilderness profound.



Charles Baudelaire
(1821-1867)

English Translation by George Dillon, *Flowers of Evil* (NY: Harper and Brothers, 1936)

Leadership Influence Traits

- Energy & Enthusiasm
- Situational
- Active Listener
- Impartial
- Self confidence – see the impossible

Active Listening Skills

L – LEAN In and Forward

I – INQUIRE for more info

S – STOP Interrupting

T – TELL ‘EM what was said (clarify)

E – EXPRESS comfort (“help me understand”)

N – NEVER look at your watch (distractions)



Building Your Team

Your 5 Takeaways

1. Influence others
2. Be the right attitude
3. Actively listen
4. Serve
5. Create a rallying point



What Is Your Rallying Point?

i CARE

We will execute and accomplish our goals through intentionally:

Creating customer service opportunities

Anticipating our customers' needs

Respecting everyone

Expecting excellence in all we do