



Lancaster
consulting
Unlock your potential.

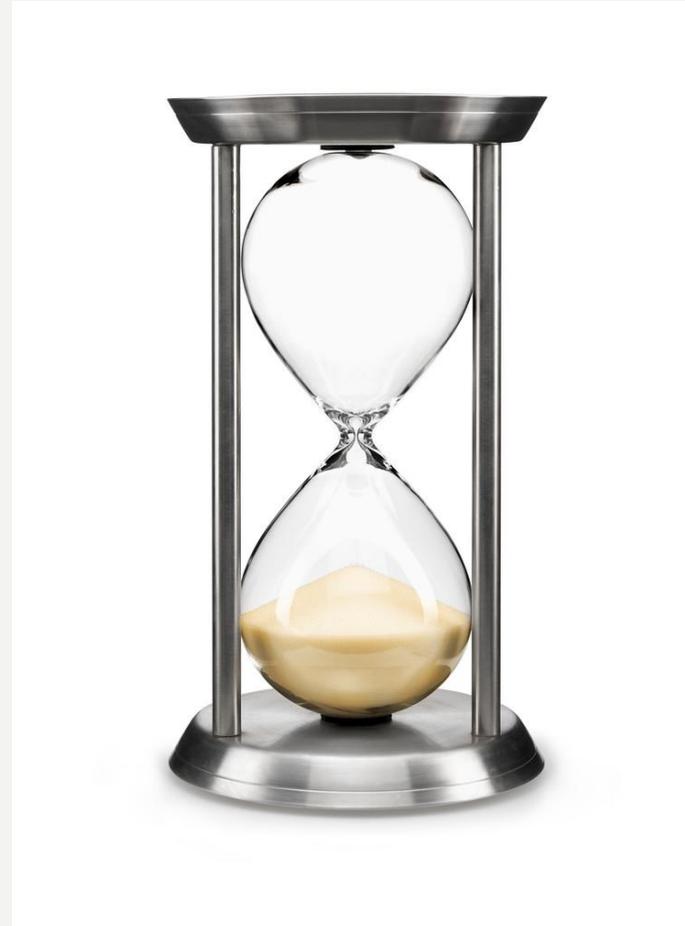
Creating a Thriving Work Culture

www.LancasterLeadership.com

AGENDA

- Teamwork & Team Morale
 - Creating rapport & relationship building
 - Self-motivation, focus and attention
 - Leadership mentality, attitude & respect
 - Reflective Leadership
- Managing with Motivation & Employee engagement
 - The #1 reason people leave their jobs
 - Catching people “doing things right”
 - Empathy in the workplace
 - Creating a culture of recognition
 - Management by walking around
 - Qualities of the best teams

ENERGY TIME MANAGEMENT



A DAY

- **24 hours**
- **1,440 minutes**
- **86,400 seconds**



Getting Things **DONE**

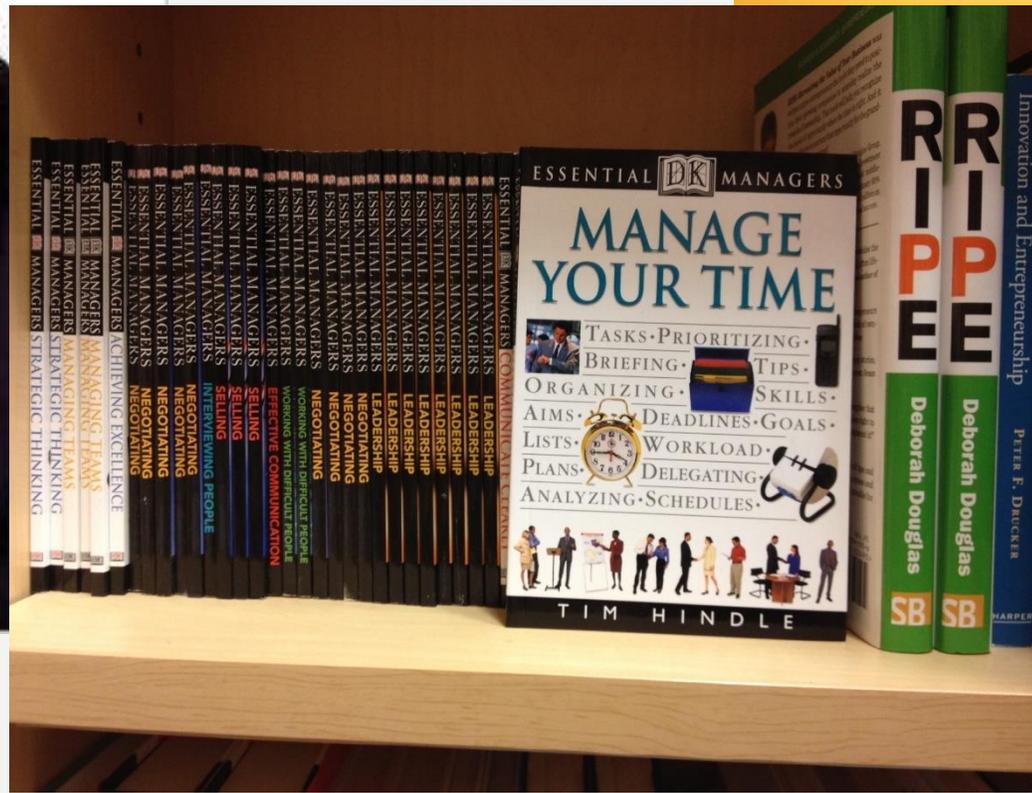
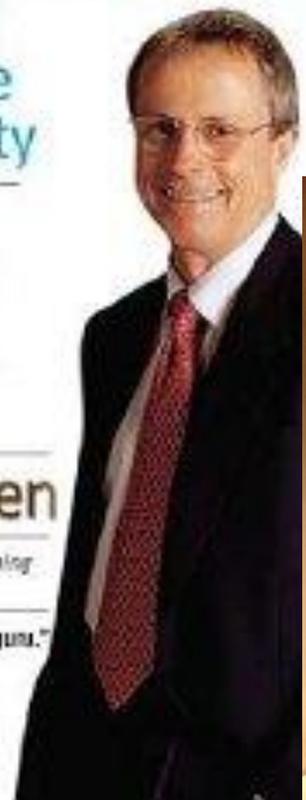
LOOK INSIDE

The Art of Stress-Free Productivity



David Allen

author of *Ready for Anything* and *Making it All Work*
"The personal productivity guru."
—Fast Company



ESSENTIAL MANAGERS
MANAGE YOUR TIME
TASKS • PRIORITIZING • BRIEFING • TIPS • ORGANIZING • SKILLS • AIMS • DEADLINES • GOALS • LISTS • WORKLOAD • PLANS • DELEGATING • ANALYZING • SCHEDULES
TIM HINDLE

RRIPPE
Deborah Douglas
Deborah Douglas
Peter F. Drucker

HBR'S 10 MUST READS

SHORTER THAN THE AVERAGE GUIDE
HBR Guide to Getting The Right Work Done
Stay focused
Accomplish more
Manage your energy
Harvard Business Review Press

SHORTER THAN THE AVERAGE GUIDE
HBR Guide to Finance Basics for Managers
Speak the language
Decide with data
Manage profitably

Harvard Business School Press
POCKET MENTOR
UNDERSTANDING FINANCE

SHORTER THAN THE AVERAGE GUIDE
HBR Guide to Better Business Writing

Essentials

NEW YEAR'S RESOLUTIONS:

1	Lose Weight
2	Getting Organized
3	Spend Less, Save More
4	Enjoy Life to the Fullest
5	Staying Fit and Healthy

TIME.

STATISTICS OF AN AVERAGE AMERICAN LIFE:

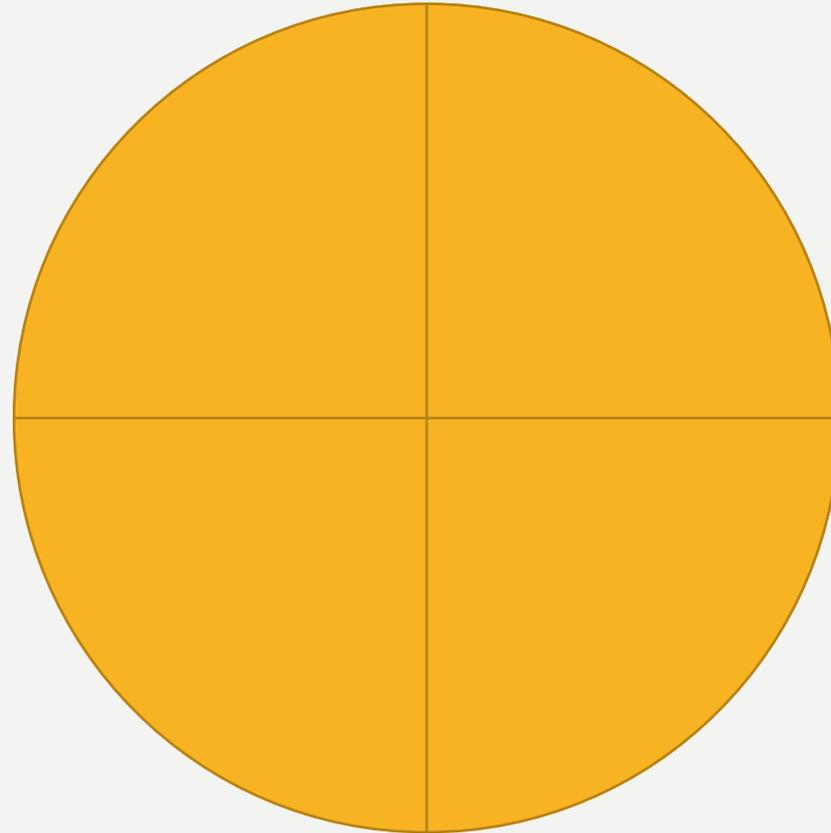


- Sleeps approximately 1/3 of life
- Will watch 9 consecutive years of TV
- Will drive (the equivalence of) 3 times to the moon
- Women will clean for 1 1/2 years straight; men, 1/2 of that
- Will work

90,360 hours = 10 1/3 years (24 hrs./day)

YOUR LIFE

- **Career**
- **Health**
- **Relationships**
- **Self**



LEADERSHIP MENTALITY

Everything you do matters.

LEADERSHIP SELF-ASSESSMENT

- Strengths and areas for growth
- Growth plan



WORKPLACE MORALE



- Building rapport with your staff saves you money.
Less turnover costs.
- Studies show that people work “harder and more effectively for people they like.”
- Study after study show the same reason people leave jobs. WHY?
“They get limited praise and recognition.”
- 40% of North American workers report that they **never** get recognized for outstanding individual performance.
- Only 50% of managers say they give recognition for high-performance.

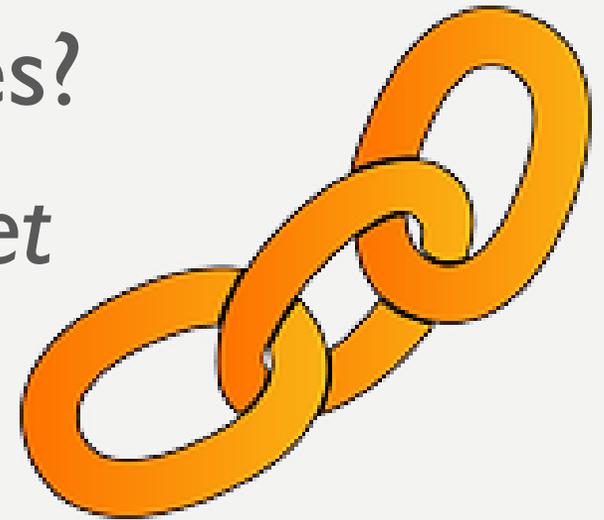
RAPPORT BUILDING ACTIVITY

Purpose:

Empathy, Active Listening, Cohesion, Relationship
Development, Fun Factor, Engagement

WORKPLACE ENGAGEMENT & MORALE

- What are you currently doing to encourage high morale, engagement and rapport amongst your team or with your colleagues?
- *The Encouragement Index Worksheet*



“ENCOURAGING THE HEART”

7 ESSENTIALS

- 1. Set Clear Standards
- 2. Expect the Best
- 3. Pay Attention
- 4. Personalize Recognition
- 5. Tell the Story
- 6. Celebrate Together
- 7. Set the Example



ARMY INITIATIVE, 20 KM

- A. Big event you've heard about. Progress updates.
- B. Big event you've heard about. Good luck!
- C. 15 km. At 14 km, told 6 more.
- D. 25 km. At 14 km, told 6 more.

STANFORD UNIVERSITY EXPERIMENT PERSUASIVENESS OF MBA STUDENTS

A. Story

B. Statistics

C. Both (stats and story)

D. Policy

WHAT COULD YOU DO TO HAVE A SYSTEM TO RECOGNIZE YOUR TEAM'S STANDARDS AND INCREASE RECOGNITION?

- Awards
- Celebrations
- Nominations
- What else?

MANAGEMENT BY WALKING AROUND

A major complaint from employees is that they don't see (literally) their supervisors enough.

Why MBWA?

- To get face time with your team
- To allow for questions or immediate needs
- To learn (gain information) and build rapport

How?

- Make it part of your routine
- Visit everyone (even if not in the same week)
- Don't criticize

COMMUNICATION: WHAT YOU SAY AND HOW YOU SAY IT

What percentage of communication is verbal?

- **38% vocal quality (tone)**
- **55% non-verbal (body language)**
- **7% verbal (words)**



RAPPORT BUILDING ACTIVITY: QUESTIONS & HANDSHAKES

Purpose:

Empathy, Active Listening, Cohesion, Relationship Development, Fun Factor, Engagement, Handshake assessment.



PRACTICAL STRATEGIES FOR EXEMPLARY LEADERSHIP

- ❑ Create a feedback culture. Every 6 months, ask your staff/colleagues for feedback about your performance.
- ❑ Give feedback about others' performance immediately. Hold people accountable. But before "reprimanding," listen. Be future focused (opposed to blaming).
 - "How can we avoid this happening in the future?"
- ❑ Ask your team what they see as their own individual strengths and areas for growth.
 - Take notes. Figure out ways to support them in these areas.
- ❑ Recognize/appreciate behavior publically that you want to encourage among all staff.
- ❑ Care about your team. How can you show them?
- ❑ Make meetings interesting and no longer than 1 hour.
 - Always have an agenda (that the group can see), and follow it.
- ❑ Schedule time on your calendar once per month to reflect.
 - "What went well? What do you want to change? What direction is needed now?"
 - What goals do you have for yourself?"
- ❑ Work on your "areas for growth" in leadership and communication. How will you work on these areas? Interview someone who excels in your area for growth. Read articles.

QUALITIES OF THE BEST TEAMS

THREE CHARACTERISTICS OF EFFECTIVE TEAMS

- Enthusiastically focus on results
- Actively learn and teach
- Take responsibility
