

# **The Leadership Pickles Online Training**

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### **The Leadership Pickles**

#### **The Enthusiasm Pickle**

1. A combination of energy and excitement.
2. It's your job to spread enthusiasm throughout your team.
3. Enthusiasm is contagious but so is the lack of it.
4. Do it right and do it right now.
5. Bring a sense of urgency to every situation.

#### **The Confidence Pickle**

1. Inspire confidence by taking the fear out of the future.
2. Keep them involved. Share everything. Ask their opinion.
3. Inspire self-confidence in those you lead.
4. Leaders can change the direction of their employees' lives by inspiring self-confidence.
5. Your employees need to know you believe in them.

#### **The Integrity Pickle**

1. Your team watches what you do when things get tough and who you are as a person.
2. Your team wants to see whether what you say matches up with what you do.
3. What they see is what you'll get.

### **The Enthusiasm Pickle**

#### **How does enthusiasm impact customer service?**

1. Employees are happier. Happy employees mean happy customers.

#### **In addition to improved customer service, what are the other benefits of spreading enthusiasm?**

1. better productivity

2. higher morale
3. better teamwork

**Do your employees get more work finished when they are having fun? What is the morale like when there is enthusiasm and energy at work? How well do your employees work together?”**

**If spreading enthusiasm is a key to effective leadership, why is spreading enthusiasm at work difficult for some managers?**

1. Some may think it's not professional.
2. Some may be serious by nature and are uncomfortable displaying emotion.
3. Some may believe enthusiasm encourages goofing off.
4. Some may think that enthusiasm and fun take time away *from doing their job*.

**Things can you do to spread enthusiasm**

1. Have high energy in your manner and your voice.
2. Smile wide when you greet your employees.
3. Add a quickness to your movements when you greet and approach your employees.
4. Add a little fun to your employees' work and routine.
5. Think of each day as an adventure and act as if it is.
6. Once in awhile, do something unexpected to get your group laughing and enjoying their day.
7. Post a work-related trivia question each day and get your customers, clients, patients, etc. involved (and throw in silly ones once in a while too).
8. Open staff meetings with a quick game, question, puzzle or brain teaser.
9. Create contests for work objectives: revenue, sales, service goals, teamwork.
10. Exhibit an appropriate sense of urgency.

## **The Confidence Pickle**

**As a leader, what things can you do to keep your employees informed and feeling in on things?**

1. Connect for a couple of minutes with employees at the start of each shift or day.
2. Communicate regularly; talk about goals, objectives and how the team is doing; share information, especially when your team or the company is going through change.
3. Include employees in planning meetings, new projects, product launches, new technology, process changes, etc.
4. Share upper-management directives, priorities, future plans, etc.
5. Share business trends applicable to your industry.

6. Post visuals such as graphs or charts of error-free days, sales goals, objectives, units sold, number of customer compliments, etc.

### **What opportunities do you have to ask your employees for their opinions and advice?**

1. planning meetings
2. goal-setting meetings
3. when trying something new
4. ANY time

### **What can you do to show your employees you believe in them?**

1. Encourage and support their efforts, especially when trying something new.
2. Reward responsible risk-taking.
3. Encourage ideas and innovation, and, when realistic, suggest they follow up on them.
4. Take an interest in their future goals and plans.
5. Talk to them about their strengths.
6. Ask them about their work interests, likes, and dislikes.

## **The Integrity Pickle**

### **Why is it important to demonstrate integrity?**

1. Your employees are watching what you do and what you don't do.
2. They are watching to see if your words match your actions.

### **We all want to demonstrate integrity all of the time, but it's not easy unless we're always thinking about it.**

1. Sometimes our actions contradict what we say, and we don't realize it.
2. With the big things, such as being true to a promise, it's easier.
3. But, the day-to-day things can be more challenging.

### **Why is it challenging for some of us to demonstrate integrity all the time?**

1. We're human.
2. We make mistakes.
3. We're busy.
4. We're distracted.
5. We're not thinking about our integrity.

## Other Materials

### Articles

Business Coaching: Twelve Ways to Build Up Your Team

<http://www.media-partners.com/articles/business-coaching-12-ways-to-build-up-your-team.htm>

Coaching: Enthusiasm is the Key to Productivity and Innovation

<http://www.media-partners.com/articles/enthusiasm-the-key-to-productivity-innovation.htm>

Motivation: 11 Tips for Motivating your Team

<http://www.media-partners.com/articles/eleven-tips-for-motivating-your-team.htm>