

The Totally Organized Professional is all About **OUTCOMES**

WOMEN IN SUPPLY CHAIN

VAN HORNE
INSTITUTE



June 22nd. 2017



Benefits to OUTCOMES

Boost your confidence

Enhance your decision making processes

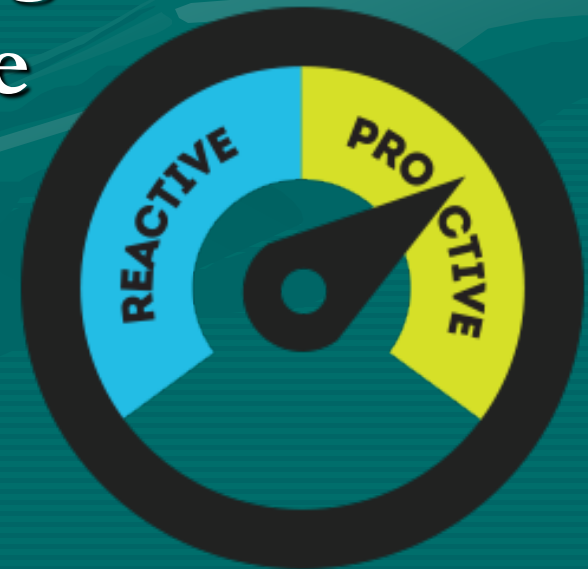
More empowerment and engagement

Improve the workplace culture

Valued and appreciated

Inspire and motivate

Work-life balance



ALWAYS REMEMBER TO PLAN AHEAD



The Vision:

The right job
- can transform
a persons life.
The right person
- can transform
a business

Totally Organized OUTCOMES

O Optimistic:

The power of attitude with
effective communication

Perfectionists = Excellence

Question: How do people see you?

2 Attitudes

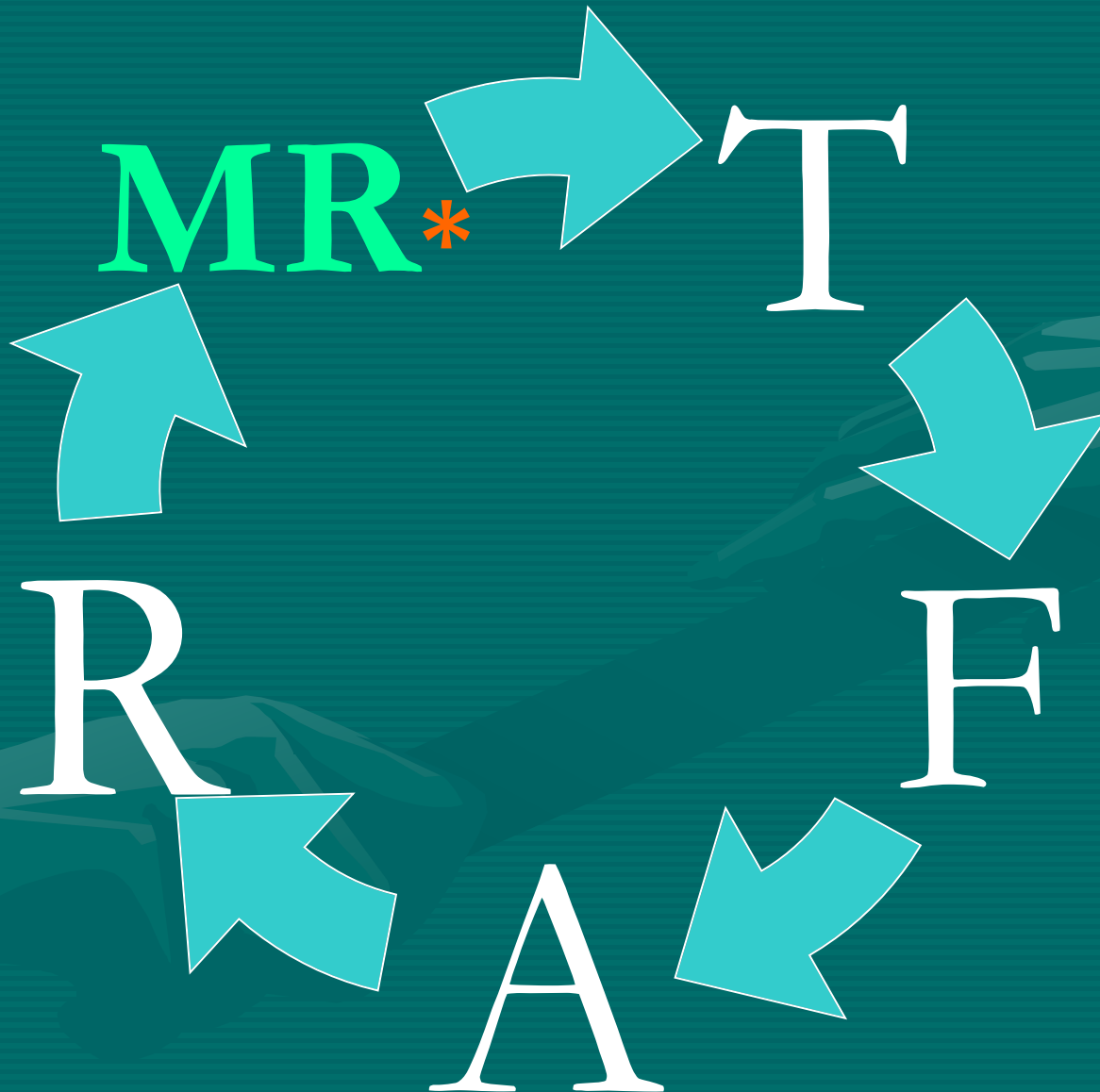
Perfectionists

- look for what's wrong

Excellence

- look for what's right
- and celebrates it!

It's All About Attitude



The Fuel That Make It Happen: Enthusiasm

Definition - God in you

*‘People often say that motivation doesn’t last.
Well, neither does bathing –
that’s why we recommend it daily.’*

- Zig Ziglar

Expect the best.

Change The Attitude

1. Focus on what you are doing
2. Check your self talk - 85% negative
3. Be aware of self-limiting beliefs
 - name memory, elephants, relationships

The Power Behind a Subconscious Mind

Affirmations

- belief system
- positive statements of vividly imagined future condition outcomes!

Jim Carrey

Lesson From a Dragon

“Passion”

“If you don’t have passion,
get out.”

Brett Wilson

- Investing in people
- “We can do more.”



Totally Organized OUTCOMES

U Urgency:

Passion + Enthusiasm

+ Action = Results

– how to act with urgency

Question: Do important things not
get done?

Managers

– light a fire under people

Leaders

– light a fire in people



Action Needed to Take Charge

- What will you start doing / do better? – action list / s
- What will you start / stop doing?
- What can you recommend to others to do or change or improve?

“When you find it, make note of it.”

- Charles Dickens

“Business improves when we get better.” Larry Winget

Are you and your people asking:

“What did I / we do today to make my company:

- more sales / profitable / cut expenses?”

- What efficiencies or strategies can I now take advantage of?

- How can I do more with less?

- How can I cut costs?

- How can I open new markets?

- How can I increase margins?

- * How can I make my customers more successful?

How successful are you ready to be?

- The best way to predict the future
– is to create it.
- Take Charge with **OUTCOMES**
- Lead with a **S.W.O.T.**

Action Creates Results

Attention

Intention

Miracles

Creatures of Habit

“How you do anything, is how you do everything.”

Success Question

What did you do that
created the most success?

Now Duplicate It -

Suggestion:

- Accountability Agreement

Totally Organized OUTCOMES

T Trust:

What it takes to build and sustain your
reputation & your competitive advantage

“The key that opens doors for you”

Bruce Lee

Question: Are you trustworthy, and does it
matter?

Setting The Culture

A Great Workplace!

A workplace culture of inspired leadership:

- credibility
- respect
- growth
- imaginative products & services
- quality resources
- fairness
- pride
- camaraderie

and most of all: Trust.

Business Benefits to Trust

- Less conflict, bad behavior, gossip,
- Better listening/soft skills – no filters/biases
- Greater support of company goals / mission
- More creativity – new ideas/ new resources
- Improved problem solving /critical thinking
- Caring / Approachable – others matter more
- Insightful / self-awareness /
- Stress management of you and others

The Personal Benefits to Trust

- Better reputation / better references / impressions
- Less stress in your life
- Faster career development
- Asked to do more for work / friends / family...
- **Your Basic Career Needs Met:**
 - Acknowledgement
 - Approval
 - Accuracy
 - Feeling of being in control

The Problem – Lack of Trust

- People leave bosses
 - 1/3 changed jobs to escape co-workers

The #1 Reason Employees Leave

A poll of the 1000 largest North American companies showed that lack of recognition and praise is the # 1 reason employees leave an organization.

- Robert Half International

The Trust Benefit

Trust = energy

= attitude

= speed

= productivity

= Profitability

Trust Is Supported With Constant Communication

- Keep talking to employees – on what they did or said that was right, wrong or questionable.
- Focus on relationships – see LIST document
- MBWA – you need to be seen by everyone
- Be honest about everything – even when you don't know what is going to happen
- Eliminates the bad side of conflict – gossip/gab
- Work on being accountable
- It is this leadership attribute people look for

Totally Organized

OUTCOMES

C Conflict Resolution:

Winning over difficult people,
eliminate gossip, harassment
and stress

Question: Am I the problem or
the solution to the problem?

Workplace Conflict Lowers Productivity

Up to 70% of an organization's value
is based on the skills, experience

and performance
of its employees.

Taleo Research and HCI, 2010



What Causes Difficult People?

Stress / Jealousy

Lack of flexibility



Sources of Negativity

1. Performance Based Conflict

- Where the expectations of team members are not met. - trust is broken



- team work not as effective

Unfulfilled expectations.

2. Relationship Based Conflict

- An individuals behaviors are not acceptable to the other person.
- Personalities (interpersonal skills) get in the way.



Silence Means Consent

“Negativity is the single most destructive force in the work place today”

– David Rabiner



Education: Winning With Difficult People

- Utilize a dimension of behavior measurement system of some kind that will:
 - - identify why people do what they do (PIAV)
 - - identify how people do what they do (DISC)

And sharing the results with everyone will:

- Influence and empower
- Get rid of the fear of conflict with ANYONE
- Improve communication and delegation

Totally Organized OUTCOMES

- O** **Organized Goals & Coaching:**
Creating the road map of the next five or more years of your career

Question: How am I doing on
my/our goals?

Dream Big

“Cherish your visions and your dreams as they are the children of your soul; the blueprints of your ultimate achievements.”

-Napoleon Hill

Big Goals = Big Results

No goals = no results

or somebody else's goals

M.V.H. - America's Ambassador of Possibility

Not Just Goals, Have Directional Strategies

1. Choose your destiny!
2. Take an annual time management / priorities workshop that focuses on immediate ways you can improve your delegation and accountability
3. Concentration: focusing on the next action steps
4. Momentum: build on your small successes
5. Adopt: “What gets measured, gets treasured/done”
6. Who’s Next? “Who should I be calling”?
7. Know Your Daily Key Questions:
 - AM: What am I doing today to book my O.N.?
 - PM: What did I do today to book my O.N.?
 - Did I trade this day for what I want?

Lesson From A Dragon

“Keep dreaming big

and pushing ahead

- take as big a leap as you can.”

Arlene Dickinson

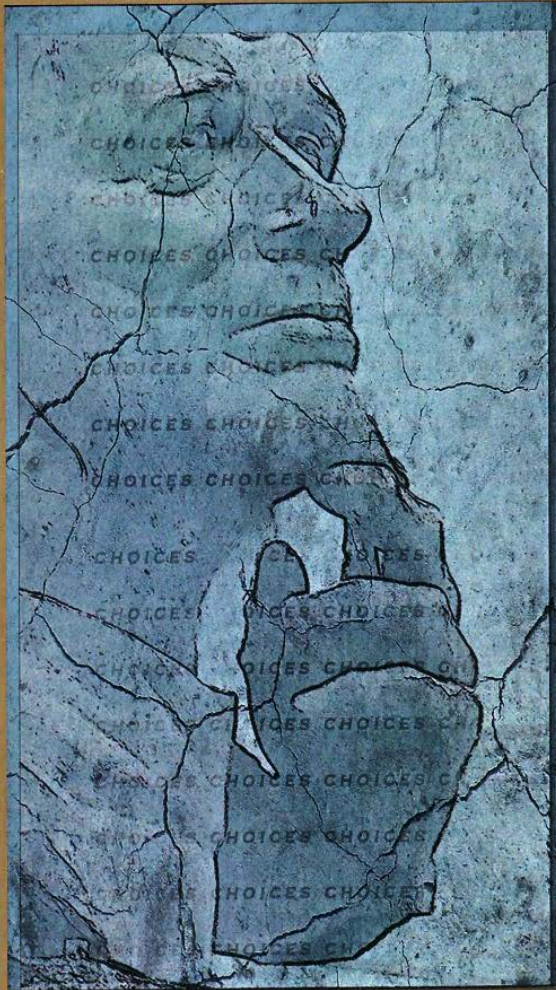
“The choices I make today will

determine the rest of my life”

Ginny Dye, founder: The Ultimate Life Co.

LIFE SINKS OR SOARS

The Choice is Yours



We are where
we have
chosen to be

Rael Kalley

What we determine to be
true

What we pay the price for
that bleeds us dry

WHY - a small word with
gigantic consequences

The one thing we do that
stops us moving ahead in
our success:

**We always do what is
most important to us
– in the moment.**

Coach Skills- self assessment

C oaching O bjective A sssessment of C ore Skills & H abits

Coaching Skills Self Assessment

Below are 20 characteristics employees have used to describe bosses they rate as effective coaches. Rate yourself in terms of what you think your employees would say about you. Please be honest. These answers are meant for your eyes only.

SCORING KEY:

1. Rarely Displayed 2. Sometimes Displayed 3. Frequently Displayed 4. Usually Displayed 5. Almost Always Displayed

As a coach, I:

- | | | | | | |
|--|---|---|---|---|---|
| 1. Capitalize on my employee's strengths | 1 | 2 | 3 | 4 | 5 |
| 2. Give my employees visibility | 1 | 2 | 3 | 4 | 5 |
| 3. Provide freedom to do their job | 1 | 2 | 3 | 4 | 5 |
| 4. Set high standards of excellence | 1 | 2 | 3 | 4 | 5 |
| 5. Orient employee to our company values and business strategies | 1 | 2 | 3 | 4 | 5 |
| 6. Hold employees accountable | 1 | 2 | 3 | 4 | 5 |
| 7. Protect employees from undue stress at work | 1 | 2 | 3 | 4 | 5 |
| 8. Encourage employees when he/she is discouraged or about to undertake new or difficult assignments | 1 | 2 | 3 | 4 | 5 |
| 9. Provide information about the company and the employee's role in the attainment of company goals | 1 | 2 | 3 | 4 | 5 |
| 10. Make performance expectations and priorities clear | 1 | 2 | 3 | 4 | 5 |
| 11. Take the time to build trust | 1 | 2 | 3 | 4 | 5 |
| 12. Provide appropriate training and support when needed | 1 | 2 | 3 | 4 | 5 |
| 13. Solicit and really listen to their ideas | 1 | 2 | 3 | 4 | 5 |

Totally Organized

OUTCOMES

M Measurable

Steps to the actual implementation of the core training ideas

Question: Do you measure and compare in order to improve?

- Up to 37% of employee activities are not aligned with the overall business strategy. Harvard Business Review

How to Stay Focused On What You Want to Become

1. Make a commitment to be the best you can be – consistently.
2. Don't let the things you can't control, interfere with the things that you can.
3. Ask yourself at the end of every day:
“What ideas, skills, improvements or systems did I learn or do today that will make me more effective in serving others tomorrow?”
4. Create a pocket of excellence.

The Secret

The Law of Attraction

The Strangest Secret

- Learn where you ought to be.
- You become what you think about all day long!

S.M.A.R.T. Goals

S Specific

M Measurable

A Achievable / Action directed

R Realistic / Relevant

T Time Related

-

E Evaluate-able

R Repeatable

Results From Education: Measure the Training

“How was the course / conference / webinar?”

“What did you learn?”

“What did you learn and how
can we help (provide resources
such as time) to implement it?”

Reaction/Learning/Behavior/Results



Totally Organized OUTCOMES

E Excellence:

Traits and self-tests to measure your personality, reputation and performance

Question: Who or what do you see as being excellent in what they do or are?

The Power of 1% Excellence

Excellence (Latin roots) “ex” meaning “out from”, “cellere” meaning “rising”

Rising out from the original state of potentiality.

"You are what you repeatedly do.

Excellence is not an event - it is a habit.“

Aristotle, 384 - 322 BC Greek Philosopher and Scientist

Be the best you can be! What happens when you give a task your best shot, and you know it!

A rejection of the status quo:

“Good Enough – Never Is!”

Measure Your Reputation

- How to Become The 'Boss' Everyone Wants to Work With

- Do you know what people think of you?
- Would you like to know?
- Will it determine your actions?

Take the self-tests – are you the 'magnetic' manager that puts people first, that understands how to have a significant high impact on people (SAM), that makes a difference in their lives by proper on-boarding, education & regular reviews?

RATING YOUR SOFT SKILL LEADERSHIP ATTRIBUTES

Just as you have attitudes about customers, they also have attitudes about you. Each of the following characteristics play an integral part in determining the response you get from others. Evaluate yourself from several perceptions how you see yourself, how your manager sees you, how your customer sees you, and how your co-workers see you. Rate yourself on a scale of 1-10 (10 being highest) on each of the characteristics, then total each column.

	Attributes of Success	See Yourself	Manager	Fellow Worker	Customer
1.	Enthusiastic				
2.	Persistent				
3.	Determined				
4.	Positive Thinker				
5.	Smile/Say Hello				
6.	Helpful (go out of your way)				
7.	Sincere (care)				
8.	Appearance				
9.	Initiative				
10.	Consistent				
11.	Punctual				
12.	TOTAL RATING				

Instructions:
Make copies and:

Confidential Leadership Empowerment Satisfaction/Retention Survey

I report to: _____ (first name), _____ (last name)

Date: _____ 20 _____

To assist your leadership team in its mission of creating a “customer driven culture through people empowerment,” we sincerely appreciate your completion of the confidential survey and forwarding it to the location and deadline noted below. **Please circle 1 response for all 10 questions.** PLEASE DO NOT IDENTIFY YOURSELF IN ANY WAY. Thank you.

5 – Always 4 – Usually 3 – Sometimes 2 – On Occasion 1 – Never

The Leader I report to:

1. **Respect**
Treats me with courtesy, dignity and respect. 5 4 3 2 1
2. **Communication**
Encourages open, honest 2-way dialogue and actively listens. 5 4 3 2 1
3. **Alignment/Trust**
Leads by example and practices what they preach (i.e. customer driven, continuous improvement). 5 4 3 2 1
4. **Recognition/Feedback**
Values my contribution and recognizes service “above and beyond.” 5 4 3 2 1
5. **Empowerment**
Involves, consults with and empowers me. (Empowerment – “gives me sufficient authority to satisfy my customers in a timely way”). 5 4 3 2 1
6. **Insider/Information**
Keeps me well informed about changes so that I truly feel like a knowledgeable “insider.” 5 4 3 2 1
7. **Coach/Champion**
Is an effective coach, who adapts their leadership style to my unique needs and helps me see the “Big Picture.” 5 4 3 2 1
8. **Training/Tools**
Ensures that I have the tools and training to do my job in a timely and effective way. 5 4 3 2 1
9. **Leadership**
OVERALL, I rate my satisfaction with the leadership provided as: 5 4 3 2 1
10. **Friendship/Empathy**
P.S. I really look forward to coming to work. Yes No

Please insert into Confidential Envelope and return

To: _____

Totally Organized OUTCOMES

S Success by 'S.A.M.' and
Select Supervision Skills:
How to inspire, engage,
support and motivate!

Question: Do you SAM enough?

How To Inspire People

Career Building Talents

- Forward thinking
- Productive Relationships
- Getting things done
- Motivational

Top Characteristics

Honest	87%
Inspirational	68%
Competent	58%

Inspired Leadership

“Leadership is lifting a person’s vision to higher sights, the raising of a person’s performance to a higher standard, the building of a personality beyond its normal limitations.”

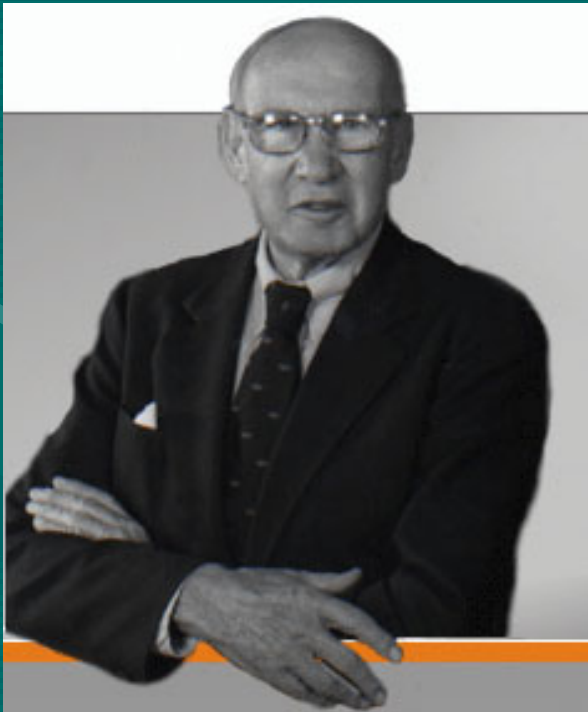
Peter Drucker (39 books)
1909 – 2005 (age 95)

Focus on their strengths

Then make high demands based on a persons strengths

Periodically review their performance

Create workplace conditions where employees can live up to their potential



Courses You Must Be Good At

1. Six Star Customer Satisfaction

– Expectations (free e-book available)

2. Time Management (templates)

- Priorities and Goals

- Meeting Mastery

- Templates available

3. Conflict Resolution (article)

- Negotiating Skills

Set High Expectations

“High achievement
= from high expectations.”

General Norman Schwarzkopf

Appreciation Is Key

“Make me feel important”.

Mary Kay Ash, 1918 – 2001

Founder, Mary Kay Cosmetics

Making a Difference

See their potential

= empowerment



Questions You Need To Ask Yourself in Order to Increase Your Results

- What am I doing that doesn't really need to be done? (the time / benefit ratio)
- What I doing that could/should be done by someone else? (delegate / ask)
- What am I doing that could be done more efficiently? (quicker, easier, accurate)
- What am I doing that wastes time of others?
- How does my use of time match up with my priorities? (become dispensable)

Congratulations!

Two thoughts to get you started:

Your network

- creates your future net worth.

The size of your thinking

- determines the size of your results.

Life is too short to spend doing something you don't find fulfilling

Which attribute / skill / idea will help you to:

- Improve your performance?
- Improve others performance?
- Increase your job satisfaction?
- Increase others job satisfaction?
- Increase customer satisfaction?

Bruce Lee

Productivity Keynotes

Engagement Strategies

Accountability Tools



(403) – 241 – 6212

BruceLeeSpeaker@shaw.ca

BruceLeeSpeaker.com

