

**GLOBAL EVENTS PARTNERS**

*Innovation in Today's Leadership*

**Cindy Novotny**  
**Master Connection Associates**  
**www.masterconnection.com**

Master Connection Associates  
 © 2009  
 www.masterconnection.com




---

---

---

---

---

---

---


---

**GLOBAL EVENTS PARTNERS**

**Twitter This....**

- You effect your team – yes you do!
- Multi-generational workforce, how do you effectively manage and lead differently?
- Will these times of high stress and economic insecurity ever go away?
- If not, what do you need to do to embrace and communicate to your team to increase morale and improve productivity?

Master Connection Associates  
 © 2009  
 www.masterconnection.com




---

---

---

---

---

---

---

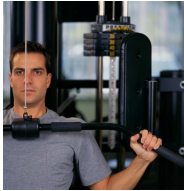
---

**GLOBAL EVENTS PARTNERS**


**Reality....**

- *How can you manage your team and help them do more with less?*
- Let's get active

**Heavy Lifting**



Master Connection Associates  
 © 2009  
 www.masterconnection.com




---

---

---

---

---

---

---

---



## Key Topics

- How to provide honest & frequent feedback
- How to hold people accountable during tough times
- How to stay positive for your team
- How to make sure you don't allow whining and "get real" with crucial conversations



---

---

---

---

---

---

---

---



## Ask Around....



---

---

---

---

---

---

---

---



***Nor strength nor intelligence is the key to unlocking your potential it is the ability to keep going!***



---

---

---

---

---

---

---

---



## Managing a Complex World

- Generational Differences are top of mind...
- Everyone is concerned about the differences
- We all have more in common than we realized...
- But it is all in the message



---

---

---

---

---

---

---

---



## Generational Connections

Generation	Ages	Millions
Boomer	42- 60	78 million
Gen X	31- 42	49 million
Gen Y or Millennial	12- 31	73 million

Source: US Census



---

---

---

---

---

---

---

---



**Enjoy each Generation!**



---

---

---

---

---

---

---

---

GLOBAL EVENTS PARTNERS 



## Leadership Takes Passion




---

---

---

---

---

---

---

---

GLOBAL EVENTS PARTNERS 

## Leadership is Different during these Times

- Leaders need to develop people and create synergy
- Communication takes work





---

---

---


---

---

---



---

---

GLOBAL EVENTS PARTNERS 

## The Future of Business

- You don't need a large number of "managers"
- The Future is groups of people with a lot of **PASSION**
- ...That is the new story of business


---

---

---

---

---

---

---

---



## Move Up the Risk

- The first job is to remind everyone on your team just how high the stakes are
- Move beyond entitlement and in some cases complacency
- We need more energy and enthusiasm




---

---

---

---

---

---

---

---



## So How Do You Win?

- Being average today doesn't cut it
- Average leadership
- Average employees
- Average product
- Average passion
- ...A great way to go out of business !




---

---

---

---

---

---

---

---



## Sparking Leadership

- You are a mentor
- You are entrusted with the values and excellence that has made your company successful
- Successful organizations look for passionate people




---

---

---


---

---

---


---

---

 **Finally...**

**Excellence is not Optional!**

*"Your past success guarantees you nothing when the rules change."*



---

---

---

---

---

---

---

---

 **Feedback...  
The Breakfast of Champions**





---

---

---


---

---


---

---

---

 **A Critical Leadership Skill**

- Giving and receiving effective **feedback**
- Feedback applies to all **levels**
- It is a **learnable** skill
- Feedback should not be based on **judgment**



---

---

---

---

---

---

---

---



## Feedback Principles

- Regular Feedback
- Corrective Function
- Honesty and Mutual Trust
- Can be Simple or Involved




---

---

---

---

---

---

---

---



## Feedback Principles

### Observing

- Based on Data
- External Behavior

### Judgmental

- Evaluating Data
- Internal Standards




---

---

---

---

---

---

---

---



Feedback that is based on judgment alone...

- Does not work
- Causes unpredictable change




---

---

---

---

---

---

---

---



## An Effective Feedback Process- **S.M.A.R.T.**® Feedback

- **S-Sensitive**
- **M-Meaningful**
- **A-Accurate**
- **R-Reinforcing**
- **T-Timely**




---

---

---

---

---

---

---

---



## ...Sensitive

- Team Member
  - Feelings
  - **LEAP**® into feedback
- “Listen, Empathize, Ask and Produce a Solution”




---

---

---

---

---

---

---

---



## ...Meaningful

- Specific
- Observable
- Honest
- Behavior Focused




---

---

---

---

---

---

---

---



### ...Accurate

- Complete
- Understood
- Facts not Rumor
- Strengthening



---

---

---

---

---

---

---

---



### ...Reinforcing

- Continued Development
- Improve Performance
- Two - Way
- Un - Mixed



---

---

---

---

---

---

---

---



### ...Timely

- Never Postpone
- As soon as possible
- Creates a **Dis**connection
- If not timely - employee discounts feedback



---

---

---

---

---

---

---

---

**GLOBAL EVENTS PARTNERS**


## Response to Feedback

**Insecure**

- Relationship Message

**Secure**

- Learning Message




---

---

---

---

---

---



---

---

**GLOBAL EVENTS PARTNERS**

## How Feedback Develops People...

- ▶ Lets them know where they stand
- ▶ Builds people step by step
- ▶ Improves Performance
- ▶ Decreases turnover
- ▶ Improves morale


---

---

---

---

---

---

---

---

**GLOBAL EVENTS PARTNERS**

## Building a Relationship of Trust...

**Manager**

↓

**Giving Feedback**

Describe Behavior

1. Report Specific Actions
2. Solicit Reaction

↑


**Employee**

**Receiving Feedback**

Probing-Encourage person to talk

Open-Get information

Closed-Focus on issue




---

---

---


---

---

---


---

---



**Thank you!**

Master Connection Associates  
© 2009  
[www.masterconnection.com](http://www.masterconnection.com)



---

---

---

---

---

---

---

---