

# Essential Leadership

**Matt McDonald**

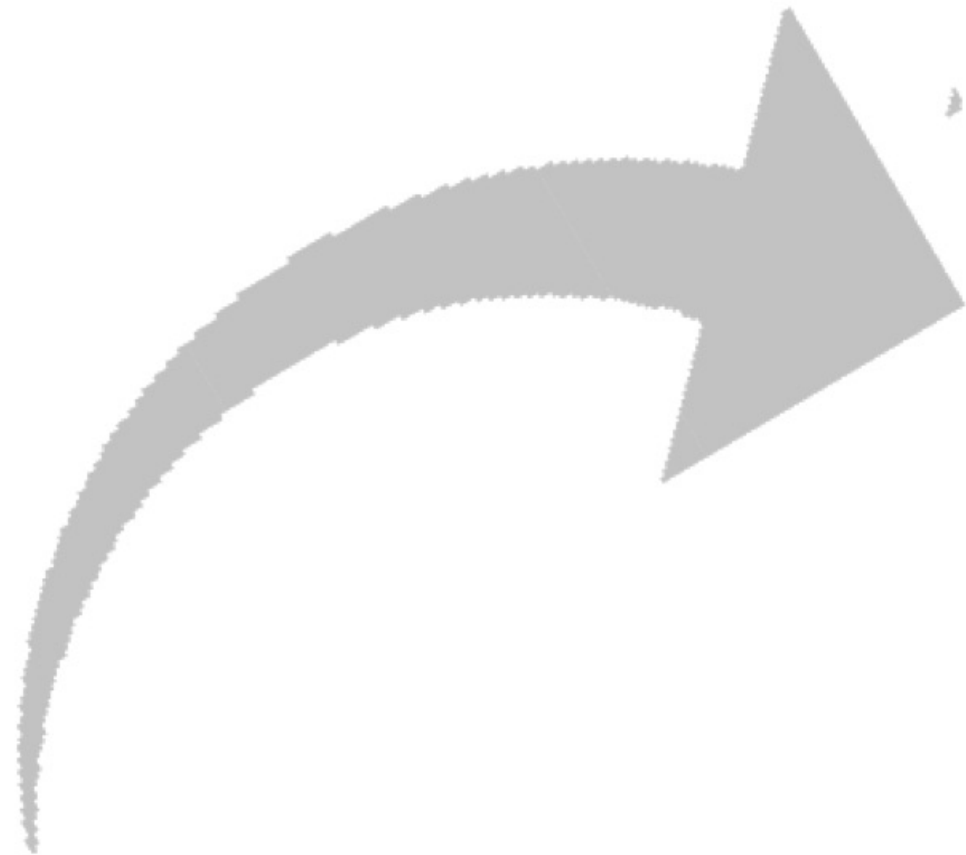


**THE ANSER GROUP**



# INTRO

"We need to be reminded more than we need to be instructed."  
Samuel Johnson



# THERE

# HERE

# INTRO

"We need to be reminded more than we need to be instructed."  
Samuel Johnson

Who You Are  
**CHARACTER**

*drives*

What You Do  
**HABITS**

*which  
determines*

What You Get  
**RESULTS**



# CHARACTER

## Who You Are

"Leadership is a potent combination of strategy and character. But if you must be without one, be without the strategy." Gen. Norman Schwarzkopf

### PATIENCE

Showing self control

### SELFLESSNESS

Meeting the needs of others

### KINDNESS

Giving attention, appreciation & encouragement

### FORGIVENESS

Giving up resentment when wronged

### HUMILITY

Being authentic, without pretense or arrogance

### HONESTY

Being free from deception

### RESPECTFULNESS

Treating others as important people

### COMMITMENT

Sticking to your choices

# CHARACTER

## Who You Are

"Leadership is a potent combination of strategy and character. But if you must be without one, be without the strategy." Gen. Norman Schwarzkopf

### PATIENCE

Showing self control

### SELFLESSNESS

Meeting the needs of others

Love is **patient**,

Love is **kind**.

It does not envy,

It does not boast, it is **not proud**.

It does **not dishonor others**,

It is **not self-seeking**,

It is **not easily angered**,

It **keeps no record of wrongs**.

Love does not delight in evil

but **rejoices with the truth**.

It **always** protects, **always** trusts,

**always** hopes, **always**

**perseveres**.

– I Corinthians 13:4-7

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# WHAT YOU DO

Who You Are  
**CHARACTER**

*drives*

What You Do  
**HABITS**

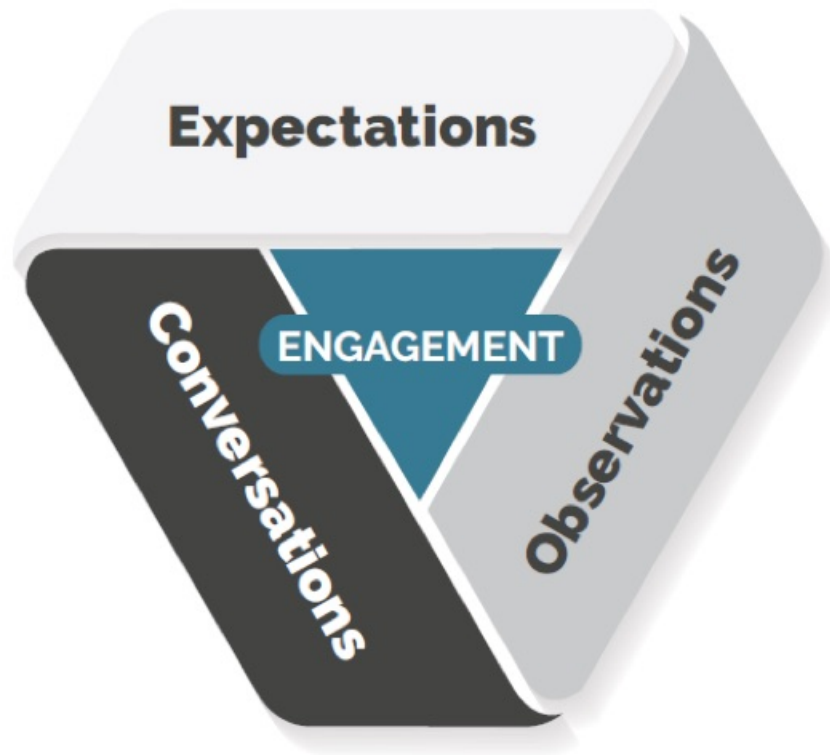
*which  
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What You Get  
**RESULTS**

# EXPECTATIONS

## What You Do

"It is not enough to do your best or work hard. You must know what to work on."  
Edward Demings



1. What's my job?
2. How am I doing?
3. Does anybody care?
4. What's my role on our team?
5. How is our team doing?
6. How can we support the company WIG'?
7. What's our team's WIG'?



# EXPECTATIONS

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It's all about the **Connection**

**Answer the question: What am I supposed to do?**



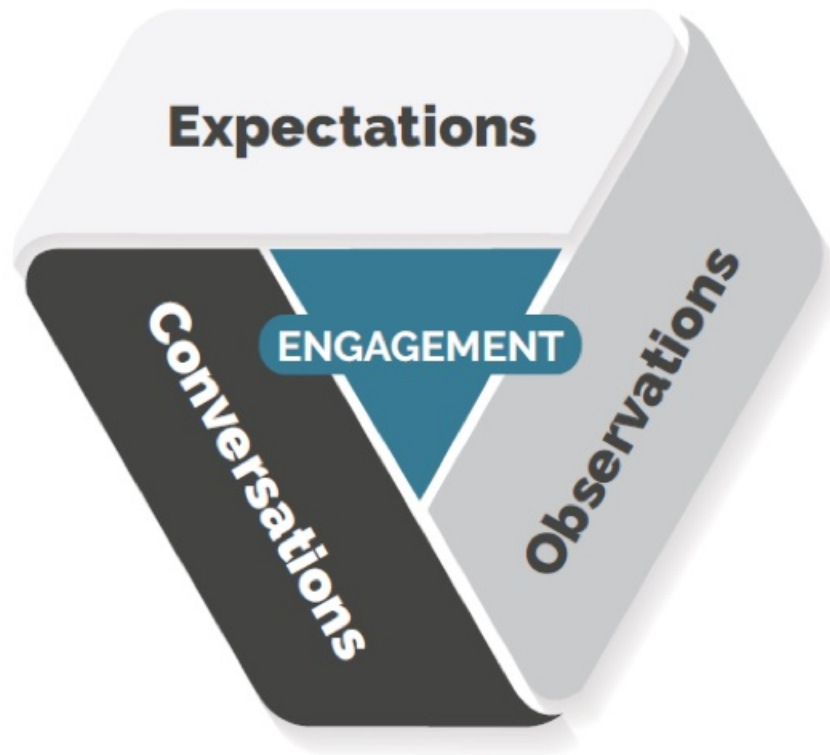
If you **tell** me, I will forget.  
If you **show** me, I may remember.  
If you **involve** me, I will understand.



# OBSERVATIONS

## What You Do

"Its not what we know that gets us into trouble...its what we know that just ain't so."  
Mark Twain



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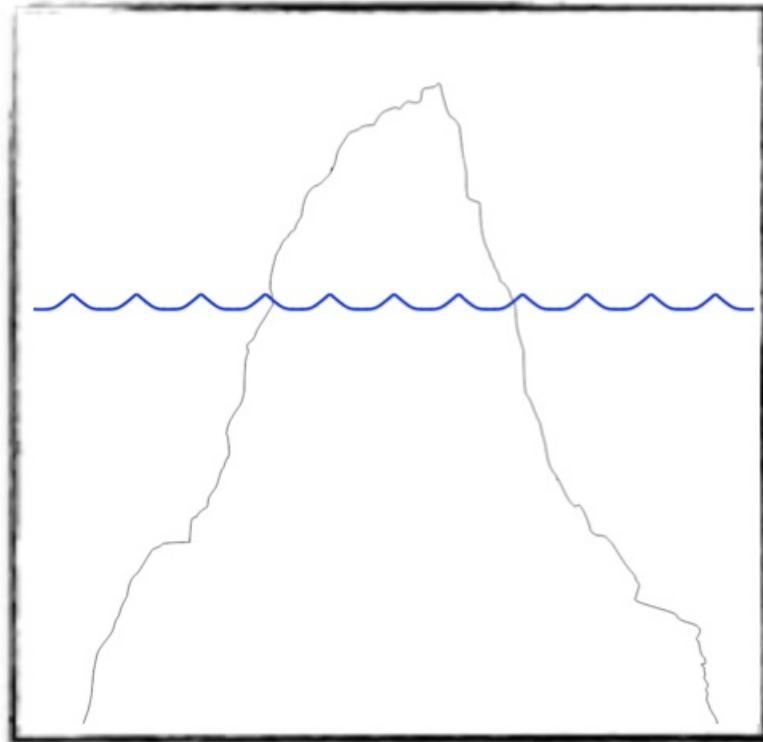
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Why is listening so important?



“ Genuine listening means suspending memory, desire, and judgment— and, for a moment at least, existing for the other person.”

— **Michael P Nichols**  
**(The Lost Art of Listening.)**







# OBSERVATIONS

## What You Do

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### THE FOUR MARKERS

-  **High**
-  **Low**
-  **Lesson**
-  **Next Steps**

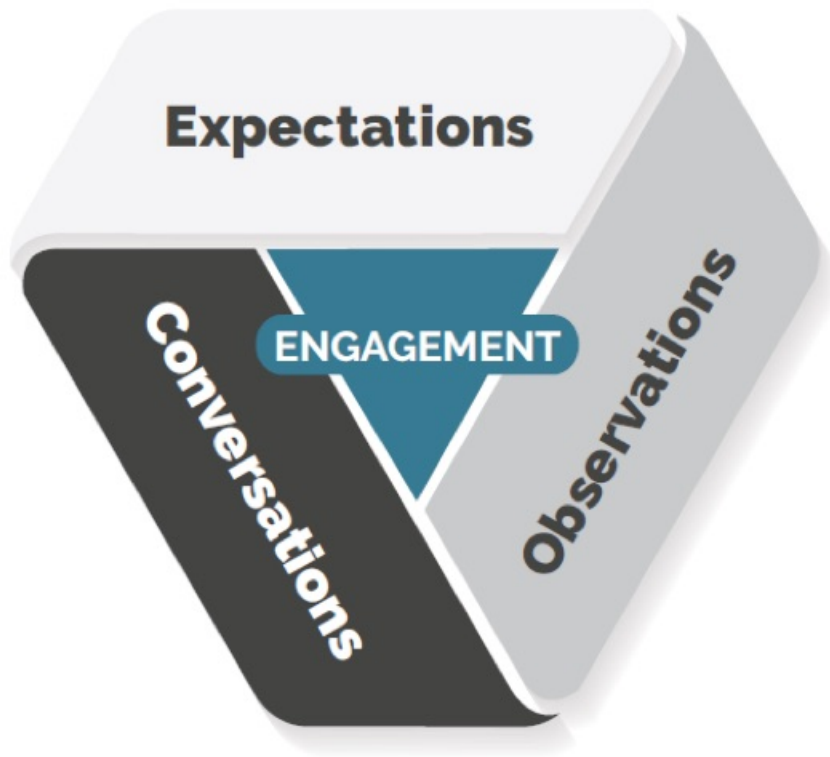
(Pro tip: This is the opportunity for them to tell you how they are doing; an opportunity to give an account of what they have experienced so just W.A.I.T.)



# CONVERSATIONS

## What You Do

"The single biggest problem with communication is the illusion that it has taken place."  
George Bernard Shaw



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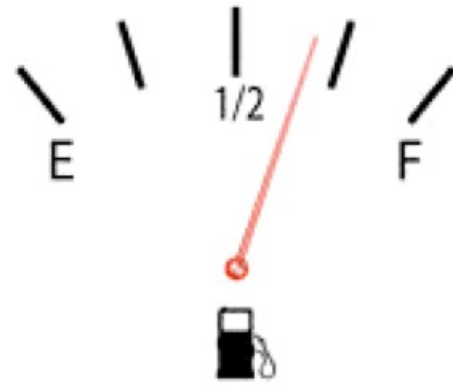
Does anybody **care**?

Care enough to:

Follow up

Show Recognition

Give Feedback



"When competent, sensible people do something stupid, the smartest move is to try to figure out, first, what kept them from seeing it coming and, second, how to prevent the problem from happening again."

--Douglas Stone (Difficult Conversations)



“A new command I give you: Love one another. As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you love one another.” –John 13:34