

LEADERS ARE MADE, NOT BORN



GRACI LEADERSHIP
SOLUTIONS

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Minnesota Supervisors' Conference Association

What Effective Leaders Do Differently!

Presenter: John Graci, President & CEO

*"The most effective ways to lead people are just
simple things to do." – John Graci*



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WHAT YOUR EMPLOYEES ALWAYS
WANTED TO TELL YOU,
BUT NEVER DO!



John Graci

Speaker, Management Consultant, Entrepreneur
and Founder of Graci Leadership Solutions, LLC

BIO

John Graci is a leadership speaker, author and trainer with more than 20 years of management experience in production, office, union and non-union environments. Graci's straightforward and tell-it-like-it-is approach comes across as refreshing and riveting, and will have leaders on all levels of business grimacing in guilt knowing they might be practicing management without a license.

John is a frequent keynote speaker on change, motivation and communication for Fortune 500 companies, national conventions and SHRM chapters across the Midwest. He has been recognized by VIP's for teaching management skills that instantly improve the work environment.

John's debut book, ***The Buck Stops with You*** exposes today's leaders who are quick to blame employees for having bad attitudes as opposed to looking in the mirror and asking what they could have done to cause the situation. Graci's second book, doesn't pull any punches when it comes to offering solutions to the question: ***Why Don't Employees Perform as Expected?*** John's third book, ***Leaders Are MADE, Not Born!*** was released in summer of 2018. Graci's tell-it-like-it-is approach shines light on what your employees always wanted to tell you, but never do!

As seen on CNN, John's sense of humor, charisma and passion blend nicely with his pragmatic style. Practical and entertaining, John's time-tested techniques provides nuggets of wisdom and in-the-trenches solutions for employees of all generations.

Why Are We Here Today?

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- Who benefits when you apply your knowledge?
- Who loses when you choose not to apply your knowledge?

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Can I Motivate You?

Are you being **IMPACTED** by your work environment or can you **IMPACT** your work environment?



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Maslow's Hierarchy of Needs



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Conundrum

Employee's Expectations

Management's Expectations

ME!

\$

LEADER

Palmer J. Kalsem 1951
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The Bell Curve

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InfoBlitz

1. Select a topic/chair
2. Give group time to think
3. Set time limit on how long each can talk
4. Gather ideas one by one until everyone passes--No discussion
5. Bring feedback and prioritize ideas

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Influential Leaders

What is an Influential Leader?



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InfoBlitz Action Grid

How can we improve this department or team?

No \$		\$	
Control	Do Not Control	Control	Do Not Control
<ul style="list-style-type: none"> ▪ Praise ▪ Communication 	<ul style="list-style-type: none"> ▪ Closer Parking Spot ▪ Modify Procedures 	<ul style="list-style-type: none"> ▪ Pizza 	<ul style="list-style-type: none"> ▪ More Equipment, EEs ▪ Raises

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InfoBlitz

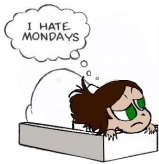


What Do Effective Leaders Do Differently?

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Positive Role Model

- *Support change*
- *Say, "Good Morning!"*
- *No enemies*
- *No gossip*



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Effective Listener


- *Ask, What do you think?*
- *Ask, What am I missing?*
- *Do you really have an open mind?*



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Provide Feedback

- To be unclear with an employee on *"How they are doing"* is to be unkind to that employee.
- No response is a response.




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Clearly Assign Work

Symptoms of leaders practicing management without a license:

- Drive-by assignments
- Shotgun memos
- EE's saying, "I did my share," or "I did it last time," or "No one told me." or "Your not the boss of me!"



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Confront Unwanted Behavior

Leaders have an obligation to confront the people not doing the job on behalf of the people doing the job.

- Stop delegating to most cooperative employees
- Stop putting up with "Not in my job description" or "Not in my paycheck"
- Do not reward unwanted behavior
- Do not punish wanted behavior



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When Introducing Change

- Leader is a **role model**-Monkey See, Monkey Do
- Provide team members **time** to digest change
- Involve team members in **implementation**
- Ask (don't tell) team member the **benefits**
- Ask team members to **follow-up** the next day to determine if change benefits occurring


Dr. Ben Bissell - 1982

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Job Instruction

4 Steps to Success!

1. *Prepare/Interview*
2. *Present (What and Why)*
3. *Tryout or echo back*
4. *Follow-up*



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Coaching: Improving Performance

Fulfill your RESPONSIBILITY by asking:

1. *"What happened?"*
2. *"Why/How do you suppose this happened?"*
3. *"What can we do to prevent this from occurring again?"*

Stark & Tamayo

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Recognition

See it-Say it!

1. *Sincere*
2. *Specific*
3. *Timely*

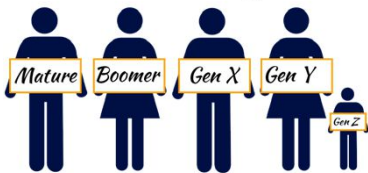


Behavior Rewarded is Behavior Repeated

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Respecting Values

Generations - how are we different...



Employees Were Not Raised In Your House

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Empowerment/Trust

1. Act/decide-Don't tell me
2. Act/decide-Tell me later
3. Ask permission-Then act
4. Seek formal approval
5. Wait to be told-Then act
6. Do nothing-Insubordination
7. Sit and complain



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No Favoritism



*Employees have an expectation a leader
will be fair and objective!*

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Motivation

Are you being **IMPACTED** by your work environment or can you **IMPACT** your work environment?



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Question and Answer Session

What questions do you have for me?



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