

Servant Leadership Focus is a monthly newsletter to promote and stimulate servant leadership ideas and tools into the Viox culture.



TRANSFORMATIONAL STORIES Three Beliefs Worth Buying Into

John Maxwell

ISSUE HIGHLIGHTS:

- ❖ **Leadership Gold & Talent is not Enough** by John Maxwell
- ❖ **Words that Work** by Dr. Frank Luntz
- ❖ **Great Performance in our Organizations** by Geoff Colvin
- ❖ **Topic: Leadership Development**

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The first and greatest obstacle to success for most people is their belief in themselves. Once people figure out where their sweet spot is (the area where they are most gifted), what often hinders them isn't lack of talent. It's lack of trust in themselves, a self-imposed limitation. Lack of belief can act as a ceiling on talent. However, when people believe in themselves, they unleash power and resources around them that almost immediately take them to a higher level. Your potential is a picture of what you can become. Belief helps you see the picture and reach for it.

Three Beliefs Worth Buying Into

1. Believe in your potential. Too often we see what is, not what could be. Too many people fall short of their real potential. John Powell, author of *The Secret of Staying in Love*, estimates that the average person reaches only 10 percent of his or her potential. Your potential is really up to you.

TO SEE HOW A LEADER IS DOING, LOOK AT THE PEOPLE JOHN MAXWELL

Leaders inevitably make things better or worse for the people who follow them. *Wherever you have a good leader, the team gets better, the organization gets better, and the department or division gets better. And wherever you have a bad leader, everyone that leader impacts has a tougher time. Leadership makes every endeavor either better or worse.* The best leaders are highly intentional about developing their people. But good or bad, leaders always impact their people. And if you want to know whether a leader is successful and effective, don't look at – or listen to – the leader. **Simply look at the people.**

Analyzing Leadership

If you want to know how you're doing as a leader (or if you want to analyze the leadership of someone else in your organization), do it by asking the following four questions:

Question #1. Are the people following? If someone with a leadership position has no followers, then that person has a position but isn't really a leader. There is no such thing as a leader without followers!

2. Believe in yourself. People who believe in themselves get better jobs and perform better in them than those who don't. Only with belief in yourself will you be able to reach your potential.

3. Believe in your mission. What else is necessary to lift a person's talent? Believing in what you are doing. Belief in your mission will empower you. Belief in your mission will encourage you. Belief in your mission will enlarge you. Separate belief from action.

So how can we bring these two things back together? **Through our expectations.** *There are two kinds of people in this world: those who want to get things done and those who don't want to make mistakes. If you're the first type, then you already expect to believe in yourself and take risks. But what if you're the second type? There's good news: You can grow.*

Every time a good leader makes the right moves with the right motives, the relationship strengthens and the team gets better.

Question #2. Are the people changing? People will become their best only if they are changing. And they are unlikely to change unless an effective leader is present to help facilitate the process.

Question #3. Are the people growing? The best leaders help people with more than their jobs; they help them with their lives. They help them become better people, not just better workers. And that has great power because growing people create growing organizations.

Question #4. Are the people succeeding? The bottom line in leadership is always results. Leaders may impress others when they succeed, but they impact others when their followers succeed. Peter Drucker observed, *"Leadership is the lifting of a man's vision to higher sights, the raising of a man's performance to a higher standard, the building of a man's personality beyond its normal limitations."*

GREAT PERFORMANCE IN OUR ORGANIZATIONS

GEOFF COLVIN

Organizations that apply the principles of great performance follow several major rules:

- Understand that each person in the organization is not just doing a job, but is also being stretched and grown.
- Find ways to develop leaders within their jobs.
- Encourage their leaders to be active in their communities.
- Identify promising performers early.
 - Understand that people development works best through inspiration, not authority.
 - Invest significant time, money, and energy in developing people.
- Make leadership development part of the culture.

Coaching reminders:

Mike is available for individual leadership coaching. Call or email for appointments.
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BE THE MESSAGE

Arriving at the best language isn't enough in and of itself. **The majority of human communication is nonverbal.** It involves not only symbolism and imagery but also attitude and atmosphere. Those character attributes that make up personality-- that describe someone's affiliations of communication. When they clash with a listener's expectations, the most precise, tailored and on - target language in the world won't save you.

The most powerful messages will fall on deaf ears if they aren't spoken by credible messengers. Effective language is more than just the words themselves. There is a style that goes

THE TOUGHEST PERSON TO LEAD

JOHN MAXWELL

The toughest person to lead is always yourself! To be successful in any endeavor, we need to learn *how to get out of our own way.* That's as true for leaders as it is for anyone else. **Here are four steps that can help you do that:**

1. Learn followership.

Arrogant leaders are rarely effective in the long run. They alienate their followers, their colleagues and their leaders. Learn to submit to another person's leadership and to follow well, and you will become a **more humble – and effective – leader.**

2. Develop self-discipline.

To make consistently good decisions, to take the right action when needed and to refrain from taking the wrong actions requires character and self-discipline. To do otherwise is to lose control of ourselves – to do or say things we regret, to miss opportunities we are given, to spend ourselves into debt.

3. Practice patience.

Leaders need to remember that the point of leading is not to cross the finish line first. It's to take people

DR. FRANK LUTZ

hand-in-hand with the substance. Whether running for higher office or running for a closing elevator, *how you speak determines how you are perceived and received.* But credibility and authenticity don't just happen. They are earned.

The importance of authenticity cannot be overstated. Whether your arena is business or politics, you simply must be yourself. Few things in this world are more painful than a politician or a CEO trying to act cool. Employees and voters see right through such bad-faith attempts to connect and bond with them.

across the finish line with you. For that reason, leaders must deliberately slow their pace, stay connected to their people, enlist others to help fulfill the vision and keep people going. You can't do that if you're running too far ahead of your people.

4. Seek accountability.

The willingness to seek and accept advice is a great indicator of accountability. If you seek it early – before you take action – you will be less likely to get off track. Most wrong actions come about because people are not being held accountable early enough. Leading yourself well means that you hold yourself to a higher standard of accountability than others do. Why? Because you are held responsible not only for your own actions but also for those of the people you lead.

Leadership is a trust, not a right. For that reason, we must "fix" ourselves earlier than others may be required to. We must always seek to do what's right, no matter how high we rise or how powerful we become.

PEOPLE QUIT PEOPLE NOT COMPANIES

JOHN MAXWELL

Some sources estimate that as many as 65 percent of people leaving companies do so because of their managers. *We may say that people quit their job or their company, but the reality is that they usually quit their leaders.*

The "company" doesn't do anything negative to them. **People do.** Most leaders can make a good impression on employees when they first meet. Add to that the optimism people have when they start a new job. They want a new job to work out. But over time, leaders will be recognized for who they really are, not who they are trying to appear to be. If a boss is a jerk, it's only a matter of time before employees know it. So what kind of people do employees quit? **Often they come in four types:**

1. People quit people who devalue them. When leaders devalue their people, they begin to manipulate them. They start treating them like

objects, not people. Look for people's value and express your appreciation for them.

2. People quit people who are untrustworthy.

It becomes very difficult to overcome the damage done in a relationship when trust has been lost. Building and maintaining trust as a leader is a matter of integrity and communication. *If you don't want people to quit you, you need to be consistent, open and truthful with them.*

3. People quit people who are incompetent.

When leaders are incompetent, they become a distraction to the team. Productivity declines, morale suffers and positive momentum becomes impossible.

4. People quit people who are insecure.

People want to work for leaders who fire them up, not who put out their fire.