

Workplace Consultants, Inc.

AGC of Alaska

Management Symposium

*Going for the Gold in People, Service,
Safety, Quality and Performance*



Presented by:

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Going for the Gold in People, Service, Safety, Quality and Performance

Workplace situations are constantly changing and many organizations are rethinking the way they manage, motivate, inspire, lead and hold each other accountable for productivity, quality and safety at work. Additionally, today's leaders are faced with increased challenges to create an environment that is more cooperative, respectful, ethical, inclusive and team oriented.

Here's your BEST BETS in helping both you and your organization to create, communicate and implement this type of leadership culture with every team member:

Bruce's Best Bet No.1

Every manager, supervisor, leader and H.R./Safety professional should have a safety accountability attitude and care about both their safety and that of their co-workers; however, safety should also be both an organizational and personal _____, not just a _____.

Bruce's Best Bet No.2

Help make workplace safety truly valued in the minds of both yourself and your team members by remembering that it should be always be "safety first" then _____.

Please Draw a

Triangle here → →

Bruce's Best Bet No.3

Keep talking about identifying and eliminating hazards. But start talking about controlled _____.

- What happens when team members don't maintain _____ over _____?
- What happens if someone loses _____?
- What happens if you get back to work or change locations and there is a _____?

Bruce's Best Bet No.4

Everyone's goal should be zero accidents and incidents in 2012, but don't think of it as an annual goal. It's a goal for each _____, and each _____ for every team member.

Bruce's Best Bet No.5

Understand and communicate to all leaders that it is impossible for team members to believe in a Value-Based Leadership Accountability culture without implementing the three P's of establishing a consistent and effective organizational culture and a matching employee climate. It's done.....

- By implementing well thought out **P** _____.
- Through consistently implemented **P** _____ (through effective and documented training and education), and
- Consistently enforced **P** _____.

Once the three P's are in place, the human aspect in leading a Valued Based Leadership Accountability culture is **THE NEXT STEP**. Here's your **BEST BETS** to create a climate that inspires leadership and team member excellence.

Bruce's Best Bet No. 6

Continuously remind leaders and team members that you will both **SURVIVE** and **THRIVE** together as a team. But, remember it's not just the _____; it's the _____ that will make a difference to them. The is key to be _____ and _____.

Bruce's Best Bet No. 7

The most effective leaders are those who realize that it's important to establish communication skills that reach across diverse, multi-generational teams. So it's important to consider when everyone was born, in order to determine their point of reference and understanding. They are:

- Traditionalist – Born before 1946
- Baby Boomers – Born between 1946-1964
- Generation X – Born between 1965-1981
- Generation Y – Born between the 1980's - 2000

Bruce's Best Bet No. 8

Most of us grew up with the Golden Rule – Treat people the way you want to be treated. But in the workplace, it's the platinum rule. So, train yourself and inspire each organizational leader to treat team members the way they _____ to be

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_____. The best way to accomplish this is to think like coaches do. Motivate them _____ but recognize, reward and correct them _____.

Bruce's Best Bet No. 9

Remember, the _____ of _____ is an _____. You must keep selling your organization; especially with your own _____ and _____ language.

Bruce's Best Bet No.10

Work tirelessly to create a workplace _____ and matching _____ that holds everyone _____ for their agreed upon _____ and responsibilities; beginning with you!

Bruce's Best Bet No. 11

KEEP PUSHING FOR RESPECTED LEADERSHIP.....

Remember: It's hard to be an _____ if everyone _____ you all of the time, so you might as well aim for being _____ instead. The key is to be _____, being _____.

Bruce's Best Bet No. 12

LEAD THE WAY TO BETTER LEADERSHIP
COMMUNICATION.....

- Tell me, I will _____
- Show me, I may _____
- Involve me, I will _____

REMEMBER: Communication is the ability to talk to each other. Effective communication is the ability to listen and understand each other.

Bruce's Best Bet No. 13

UNDERSTAND WHY SOME PEOPLE DON'T LISTEN TO THEIR LEADERS.....

Some people don't listen because of:

- The _____. We speak at _____ words per minute. We listen at _____ words per minute.
- The gap is _____.
- Impatience.
- _____ and jumping to conclusions.
- Distractions - _____.
- Lack of interest or _____.

Bruce's Best Bet No. 14

UNDERSTAND WHY SOME CO-WORKERS ARE DIFFERENT THAN OTHERS..... AND MAY NEED EXTRA EFFORT AND ATTENTION TO FOLLOW SPECIFIC INSTRUCTIONS.....

Some people are different because:

- They are from a different generation.

- They were born that way.
- They were raised that way.
- They grew up in a different way than you.
- They were affected by their childhood experiences.
- They did not have any parents, grandparents or guardians who cared about what they learned or if they learned it.
- They had a bad adult experience.
- They have a medical condition.
- It's the way their brain works.
- They don't _____.

Bruce's Best Bet No. 15

OLD SCHOOL TRAINING VS. NEW SCHOOL EDUCATION....

Keep an open mind when it comes to traditional employee training. Old school training tells men and women what to do and how to do it; however, new school education explains WHY we need them to do it and why we need them NOT to do it. Education also improves morale, because team members have the opportunity to offer new school solutions to organizational challenges. This is especially true for Generation Y.

Bruce's Best Bet No.16

Keep in mind that customized communication is the key to both team and personal leadership success, when it comes to.....

- Leadership
- Team work
- Positive Co-Worker Attitudes

- Effective listening
- Taking action as promised
- Continuous feedback/follow-up
- Verbal/non-verbal communication
- Comfortable/confident co-worker leadership
- Being comfortable being _____
- **Finding each other's _____!**

Bruce's Best Bet No. 17

KEEPING TEAM MEMBERS TOGETHER.....

Maintain a philosophy of **effectiveness, teamwork and a culture of leadership excellence** by understanding some of the top reasons that multi-generational/diverse employees stay working together.

- They feel _____ and _____;
- They are in _____ and _____
- They feel part of the _____.

Bruce's Best Bet No. 18

**Keep in mind that everyone needs to have _____
 _____ and feel like they make _____
 _____ in order to be an effective _____
 to a team.**

Bruce's Best Bet No. 19

STAY AHEAD OF CHANGING WORKPLACE TIMES.....

REMEMBER: Change is inevitable..... adaptability is
 _____! Leaders should help their team members
 adapt by embracing change themselves. Everyone will follow their
 lead, but in most cases, leaders need to go first.

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Bruce's Best Bet No. 20

CREATING MULTI-GENERATIONAL COMPLIANCE AND COOPERATION.....

Leaders should always tell them the _____ and the _____. Explain the _____ and the _____, then listen for _____, _____ and _____ for success.

Bruce's Best Bet No. 21

When it comes to making safety a personal value; you can't just _____ it a _____.

Bruce's Best Bet No. 22

AND FINALLY.....

What would your _____ and _____ _____ be if you knew you couldn't _____?

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Points to Remember

- **Create a value-based employee accountability culture and climate that inspires both personal and organizational safety EXCELLENCE.**
- **Consider making safety first – then EQUAL.**
- **Inspire employees to keep their ideas coming and always give timely and honest FEEDBACK.**
- **REMEMBER! Leaders have always inspired people to cooperate, by getting them to want to do IT.**
- **Get comfortable being uncomfortable if you are going to lead or serve OTHERS.**
- **Choose accountability over popularity to gain respect and get things DONE.**
- **Keep things simple/understandable and communicate often, in different WAYS.**
- **Motivate and inspire people individually/differently as NECESSARY.**
- **When it comes to working with a team... if you gain their trust, you can't lose. If you lose their trust, you can't WIN.**
- **Leaders should admit when they make mistakes, because most everyone else already knows that YOU DID.**
- **Self motivation is person specific. You can't motivate anyone to do something they don't want to do, but you can inspire some people to do things they didn't think they could do or want to DO.**
- **Look for day to day teachable MOMENTS.**
- **Embrace, champion, educate yourself and plan for constant change. Remember, change is inevitable – adaptability is OPTIONAL.**

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