



Leadership: Catching, Motivating & Retaining Your Best Employees

Presented by

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Key Ideas About Celebrations

Leader's role in a celebration is to listen and encourage the performers to re-live their accomplishment – not tell the performers what they did.

People should tell their stories. Frequently they are the only one who knows the details of what caused the success that is being celebrated.

You need to give people a chance to tell you how hard it was, how long it took, how they would have never been able to complete it without the help of others.

In successful celebrations, leaders ask employees to share what they've done.

The leaders can ask questions such as:

- How did you do that?
- What did you do?
- How did you figure it out?
- Who helped you?
- How hard was it?

Benefits:

1. Creates an atmosphere more meaningful to the one sharing the celebration story.
2. Gives voice to everybody and keeps a collective memory alive.
3. Give people meaning to their jobs.
4. Creates inspiration and purpose.
5. Develops a strong us feeling.
6. Gets people in touch with people's humanity.
7. Creates a sense of community important for the company's long-term survival.
8. Encourages dialogue.
9. Creates a WOW! Experience within the organization.
10. Raises standards.
11. Provides training for others.



Dr. Earl's Personal Growth Plan

- 1. Every day I listen to CDs on motivation, leadership, communication, finance or relationships (at least one hour). I listen while driving my car. (I turn my car into a mobile classroom.)**
- 2. Every morning I read something inspirational and motivational (i.e. inspirational book, daily meditation book or one chapter of a new book).**
- 3. Every morning, I do a brisk walk to start my day off with a victory! Yes, I take a iPod with me each time and listen while I walk.**
- 4. I attend at least one workshop or seminar per month. If I can't get to a workshop, I go to the bookstore and purchase a book (that's my workshop for the month).**
- 5. Each week I speak to a motivational person.**
- 6. I file something important in my journal each day.**
- 7. I expand on dream ideas to put in my dream book or journal.**
- 8. I attend at least two times per month meetings with my dream circle group.**



Personal Growth Plan

1. _____

2. _____

3. _____

4. _____



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How to have more personal power with people

1. People are _____
2. People want to be _____
3. People need to be _____
4. People want _____

“Great leaders read people before they lead people.”



Dr. Earl's 10 Pearls for Motivating and Energizing Your Staff

"To lead others is to lead yourself first."

"If you want to build your teams – Celebrate more." Earl Suttle, Ph.D.

1. People stay where they are _____not tolerated. ***"Employee of the moment"***
2. People do what they _____. ***"5M's"***
3. Asking the _____ helps you build the _____. ***"Wandering Around Questions"***
4. Know what they _____and how they would like to _____and _____. ***"Menu of Rewards"***
5. _____ them before you _____ them.
6. Treat your team as a _____.
7. Focus on their _____. ***"7 Employee Hot Buttons"***
8. _____ to them. ***"2 Ideas to Make Department Better"***
9. Develop _____ systems for your employees.
10. Have them _____ you.

"To lead people, walk behind them. When the best leaders work is done, the people say, "We did it ourselves". Chinese Philosopher



Leadership Empowerment Motivational Tools

1. Celebrations – Allowing them time to share their customer service celebration stories.
2. W4C – walk the four corners and asking questions (Wandering Around Questions).
3. Menu of rewards – find out how they want to be recognized and rewarded if they did something great on their job.
4. Seven Employee Hot Buttons.
5. Mistake of the Month Award – (You winning the award the first two months.)
6. Green, Red, Purple (let them influence you)
Green – what I need to keep on doing
Red – what I need to stop doing
Purple – what I need to start doing
7. Find demotivators and designing a plan to solve them.
8. Focus on their strengths – catch them doing something right. (Employee of the moment reward)
9. Stand Up Fridays (what’s the most exceptional thing you have done this week to add value to the organization that you are proud of?) What exceptional thing do you plan to accomplish this week?
10. Thank You cards – sent home.
11. Listening better to employees – at the end of the week, what are the 3 things you learned from listening to your people?
12. Personalize reward system.
13. Two ideas that could make the department or organization better.
14. Employee survey.
15. Coaches Score Card.
16. 5 Step Leadership Model Survey.
17. Mini 360 Supervisor/Manager Evaluation
18. 5 Step Framework for Leadership Model
19. What Motivates Me Survey
20. I Appreciate You Exercise

Circle at least 2 motivational tools you plan to take action on when you return to your department.
How are you going to hold yourself accountable to do at least one of them?



Coaching with Confidence

Problem Focus Questions

1. What's wrong?
2. Why do you have this problem?
3. Whose fault is it?
4. How long has this been going on?
5. What is this costing you?
6. Why haven't you overcome it?
7. Don't you know better than this?
8. What's your problem?
9. Why are you so far behind the other team?
10. Why aren't you keeping up?
11. I don't understand why you haven't finished that report yet?
12. I want you to apologize to marketing about your mistake.

Solution Focus Questions

1. What do you really, really want?
2. What is working well with it?
3. When do you want it?
4. What else?
5. What needs to happen to get it?
6. What resources are available to you?
7. What are your specific objectives?
8. How can you best use each resource?
9. What kind of support do you need?
10. What can you begin doing now to get what you want?
11. How can I be most helpful to you in what you would like to do in that area?
12. What could you do more of, better or differently to improve in those areas?
13. What can I do to make your job easier?
14. Let's discuss possible solutions to that with the marketing department, ok?

