DEVELOPING YOUR NEXT LEADERS

KRISTI PFLIGER-KELLER

OLD SCHOOL THOUGHT

RETHINK PROMOTIONS BASED ON:

- LONGEVITY
- TECHNICAL SKILLS



- CARBON COPY OF OTHER LEADERS
- DON'T KNOW WHAT ELSE TO DO WITH THIS PERSON

NEW SCHOOL THOUGHT

PROMOTIONS BASED ON:

- PEOPLE SKILLS
- EMOTIONAL INTELLIGENCE
- DIVERSIFICATION OF SKILLS

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- EMPATHY & CONFLICT MANAGEMENT SKILLS
- PERFORMANCE DURING CHALLENGING TIMES OR PROJECTS



LEADERSHIP MYTHS IN THE WORKPLACE

- THE POSITION: / CAN'T LEAD IF I AM NOT AT THE TOP
- THE DESTINATION: WHEN I GET TO THE TOP, THEN I'LL LEARN TO LEAD
- THE INFLUENCE: IF I WERE ON TOP, THEN PEOPLE WOULD FOLLOW ME
- THE INEXPERIENCE: WHEN I GET TO THE TOP, I'LL BE IN CONTROL. THINGS WILL BE BETTER
- THE ALL OR NOTHING: IF I CAN'T GET TO THE TOP, THEN I WON'T TRY TO LEAD



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5 LEVELS OF LEADERSHIP INTELLIGENCE

- PINNACLE: I RESPECT YOU AND WHAT YOU REPRESENT
- PEOPLE DEVELOPMENT: I SEE WHAT YOU DO FOR PEOPLE
- PRODUCTION: I SEE WHAT YOU DO FOR THE ORGANIZATION
- PERMISSION: I GRANT YOU PERMISSION TO LEAD
- POSITION : I HAVE TO FOLLOW

EMOTIONAL FRUSTRATIONS IN WORKPLACE

- TENSION
- INEFFECTIVE LEADERSHIP
- MULTI-HATS

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- EGO
- VISION
- INFLUENCE

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WHAT IS THE EMOTIONAL CULTURE OF YOUR ORGANIZATION? DO ACTIONS ALIGN WITH WORDS?

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WHY GOOD LEADERS SINK

- REALISTIC AND HONEST CONVERSATIONS REGARDING TIME AND EXPECTATIONS DOES NOT HAPPEN PRIOR TO LEADERSHIP ROLE.
- INHERIT ISSUES OR PROBLEM EMPLOYEES THAT SHOULD HAVE BEEN ADDRESSED YEARS PRIOR.
- TIME OFF IS NEVER TIME OFF



MENTORSHIP

- TAP PEOPLE ON THE SHOULDER
 - HONEST CONVERSATIONS
- BOOKS & WORKSHOPS WITH FOLLOW-UP
 - JOB SHADOWS
 - LEADERSHIP PROJECTS

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WHAT IS AN EMPLOYEES "SWEET SPOT"



- 80% OF TIME FOCUSED ON STRENGTHS
- 15% OF TIME LEARNING
- 5% OF TIME IN AREAS NECESSARY

OBSERVE HOW EMPLOYEES MANAGE EMOTIONS





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MANAGE STORIES, THINKING & WORDS



How do employees handle conflict and crucial conversations?

HOW THE STORY BECOMES REAL

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PERCEPTION EMOTION REACTION

HOW DOES A HIGH POTENTIAL USE THE FINGER:

HELP ME UNDERSTAND...

IN ORDER FOR US TO BE SUCCESSFUL AS A TEAM...

ASKS CLARIFYING QUESTIONS BLAME "THOSE PEOPLE IN MANAGEMENT"





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HOW DOES A HIGH POTENTIAL COMPLETE THE LOOP?

