MANAGE LEADERSHIP PLAN

e-Chatter Turnaround

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OUR CURRENT CHALLENGES

- ▶ **Selfishness**
- ▶ **No peer to peer accountability**
- ▶ **Lack of commitment**
- ▶ **Fear of conflict**
- ▶ **Absence of trust**

FIVE KEY DYNAMICS TO A SUCCESSFUL TEAM

Psychological safety

Dependability

Structure and clarity

Meaning of work

Impact of work

PSYCHOLOGICAL SAFETY AND DEPENDABILITY

"The ability to establish, grow, extend, and restore trust with all stakeholders, [...], is the key leadership competency of the new global economy." - Stephen M.R. Covey

Effective delegation

Subordinate's confidence to solve problems

The Economics of Trust

Hidden Trust Tax and Dividends

Low trust will almost always derail a good strategy

STRUCTURE AND CLARITY

- **Formal team processes**
  - Regular scheduled meetings and written documents
- **When an subordinate tries to hand you a problem:**
  - Recommend and implement solutions
  - Recommend to take action then brief you immediately
  - Recommend to act and report at regular date
- **Rules to an Effective Structure:**
  - Implement or shut-down projects (No in betweens)
  - Have a manageable project portfolio
  - Deal with problems only by appointment and face-to-face
  - Each project should have a regular date and time for reports

MEANING AND IMPACT OF WORK

Why is purpose so important?

- **Activity-centered**: activities that a worker need to perform

- **Purpose-centered**:
  - Human need
  - Fast-paced environment
  - Aligning the efforts of the team
  - Shared purpose

What can we get from the work?

1. **Sense of meaningfulness**
   - Setting daily goals
   - Rediscovering the objectives and purposes
2. **Sense of choice**
   - Providing more opportunities in tasks and scheduling
3. **Sense of competence**
   - Friendly competition among teams
4. **Sense of progress**
   - Appreciating the contributions

WHAT WILL THE NEW LEADERSHIP DO

1. **Challenge the process**
   - The inefficient process must be challenged to provide the best working environment

   - Experiment new processes and learn from failures until find the process works best for the team

2. **Inspire a shared vision**
   - Envision a bright future that is connected with the team and possible for the team to achieve

   - The vision must be shared with everyone in the team instead of the leader's personal goal

3. **Model the way**
   - Practice with the shared vision and values

   - Say what you mean and do what you say

4. **Enable others to act**
   - Leverage the trust and relationship to foster collaborations in the team

   - Leverage the shared vision and provide resources to helps others act and be more competent

5. **Encourage the heart**
   - Give credits for individual excellence and anyone provided help

   - Celebrating with team for achievements to refuel with energy and promote the relationships

EMOTIONAL INTELLIGENCE
MAXIMIZING THE LEADERSHIP & ORGANIZATIONAL PERFORMANCE

1. **Self Awareness**: Addressing strengths, weakness to streamline better practices

2. **Self Regulation**: Controlling disruptive impulses

3. **Motivation**: Being driven to achieve organizational purpose

4. **Empathy**: Understanding emotional makeup of E-chatter employees

5. **Social Skill**: Managing relationships with the employees

PROMOTION AND RECRUITING

- **Key talent has left and others may follow**
  - Filling these positions with top tier talent is very important to our success

- **Outside Hire for Management Position?**
  - May seem wise because we don't have to pay to train and develop our employees
  - Not giving internal employees a chance may continue to drop morale

- **Internal Promotion for Management Position**
  - Much cheaper for the company in the long-run; outside hires are very expensive
  - Helps retain more employees due to feeling the possibilities of career advancement
  - Consider Cam Ideo for this opportunity

- **Recruiting Talent for Entry Level Openings**
  - Get better, more qualified hires without processing applications (testing, gamifying)
  - Structured questions during culture fit interviews

"A small team of A+ players can run circles around

a giant team of B and C players."   - Steve Jobs

SUCCESS IS NOT FINAL;
FAILURE IS NOT FATAL:
IT IS THE COURAGE TO CONTINUE
THAT COUNTS.

WINSTON S. CHURCHILL