

Leadership Essentials

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1.



Business leaders - All claimed they would help

4% of people helped

Business Leaders - because of education, upbringing, human values

Look to justify reason

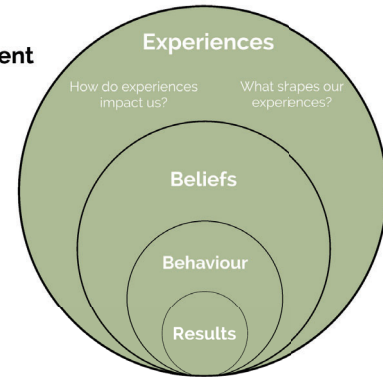
8.



Gallup 2002, Gallup 2010, Gallup 2015

38.

Culture Development



2.

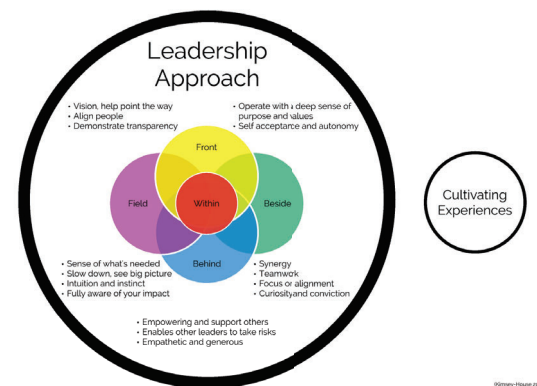


88% of people helped

Business Leaders - "no way this can be true! Must be something else going on"

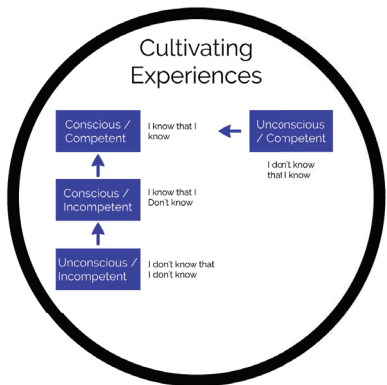
"Behaviour is a product of the environment you create"

13.



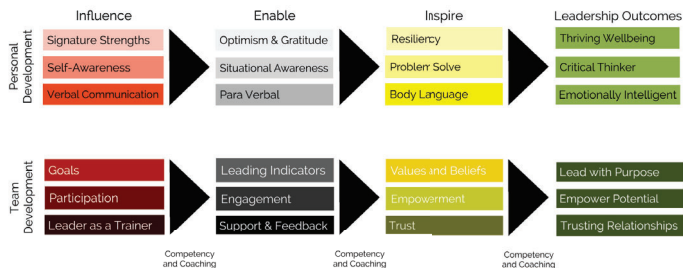
Ministry of Labour 2012

40.



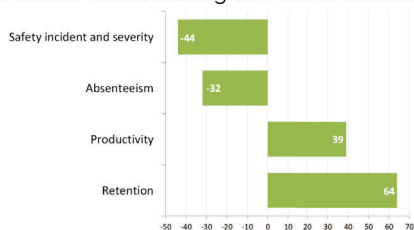
47.

Leadership Essentials Program



49.

Benefits of Concentrating on Positive Outcomes



Employees believe managers care about their wellbeing **53%**



(Baker, 2010; Danner, Snowdon, & Friesen, 2001; Harter & Kieyes, 2012; Martin, 2006; Nahrang, Margeson, & Hoffman, 2011; Ultimate Software, 2012)

62.

Gratitude

Shift from 'what I don't have' to 'what I do have', feel grateful, notice how fortunate you are, boost self-esteem

A sense of wonder, thankfulness and appreciation for life

Happier, more energetic, hopeful, experience frequent positive emotions

Decreases depression, anxiety, loneliness, envy and neurosis

Optimism

Helps to achieve lifelong goals

Prompts individuals to engage in effective coping

Promotes positive mood, vitality, high morale and productivity

- Best possible future self
- Gooles and sub gooles diary
- Making optimism a habit
- Reframe optimism
- Gratitude journal
- Gratitude visit
- What went well (why)
- Rewards

Why Optimism

Why Gratitude

Application

119.

Optimism

Study 1 - Exploratory Study of nurses in a large hospital in the US
Highest correlation between optimism and developing and maintaining positive relationships with co-workers, patients, and their families

Significant relationship between self-reported optimism and -
• supervisory rated performance outcomes
• support/commitment to the mission, values, and goals of the hospital

Study 2 - The '10/5 Way'

Initial reaction - "Aren't these just cosmetic changes?"
"Smiling couldn't possibly affect the underlying performance of a hospital"
"I don't have time to waste on this silly HR initiative, I'm busy saving lives"

- 5% increase in patients' likelihood to recommend the organization
- Greater unique patient visits
- Significant improvement in overall patient satisfaction

Learning Activity

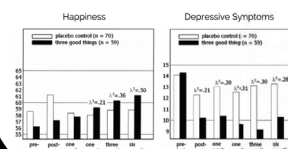
Learning Activity

120.

Gratitude

Participants who wrote down three good things each day for a week were happier and less depressed

Even after stopping the exercise, they remained significantly happier and showed higher levels of optimism



(Seligman, Steen, Park, & Peterson, 2005)

Learning Activity

Learning Activity

Learning Activity

123.



Random Gratitude



- Reach out to someone for whom you feel grateful
- parent, child, relative
 - colleague, leader, employee
 - friend, stranger, customer experience

My mobile - 705 542 2512

Text this person now, use SUPPORT (Sincere, Understand, Purposeful, Personal, Ongoing, Reasonable and Timely) to express what actions they have taken for you which makes you feel grateful for him/her.

Put your hand up and tell us what the response is

How did it effect your life?
How often and when do you remember the effort?

Gratitude / Optimism Application

Line-Up	1-2-1
Shift safety shares from risk avoidance to include positive experience "Can anyone provide a safety share where it resulting in a positive outcome" "Actions taken by an individual or group resulting in the prevention of loss"	"Frank before we bok at your 5-point card. I just wanted to let you know what a great job your doing, your attention to detail and extra effort you apply to completing your 5-point card is greatly appreciated"
Re-cap on the previous day by starting with something that went well and follow up by asking why "We were able to identify 7 hazardous condition yesterday, thanks everyone for the extra effort, why is this important to our crew and the organization?"	"Tom I appreciate your feedback and insight you provided during our line-up this morning, I know safety means a lot to you since...
Deliberately and clearly celebrate any successes "Great work, we are half to achieving our goal 1 month ahead of schedule"	"Mike I was told by another leader that you stopped the CEO from entering your work site to explain the risks and controls in place, I appreciate the importance you've shown for the safety of your colleagues regardless of the position or title they hold"
Improve accident and investigation reviews by adding what was done well "At our other site, the following incident occurred, the root cause was...and the control measure put in place were...the positives were the prompt reporting of the issue. The investigation was conducted within the day and supporting by all involved, we have the following commitments from the crew and leadership in order to prevent it in future"	Chris: "I can't believe Frank got promoted to supervisor, its all about who you know here, nd how hard you work" Leader: "Sorry to hear your frustrations Chris, I think Frank was a good choice, he has shown leadership qualities by... (list facts). What made you think he doesn't work hard?" Chris: "That's what I was told" Leader: "Well, we don't have control over that, but if your interested in becoming a leade, lets discuss what we can do to assist you"
Provide success stories from members of the crew "I going to have Frank stand up here and tell you about his day yesterday, everyone lets celebrate the extra effort and alignment Frank had shown with out values/goals"	