



# VALUES BASED LEADERSHIP & SKILLS

EMPIRE LEADERSHIP TEAM

Jennifer Sturm – ORGL 620

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# WELCOME

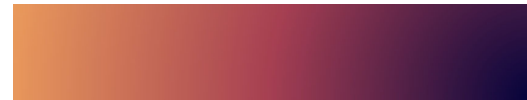
- MINIMIZE DISTRACTIONS
- PUT PHONES/WATCHES AWAY
- BE PRESENT
- DISCUSSION IS ENCOURAGED





# AGENDA

- INTRODUCTION
- MODULE 1 – VALUES BASED LEADERSHIP
- MODULE 2- ACTIVE LISTENING & DIALOGIC COMMUNICATION
- MODULE 3 – ADMINISTERING EMPLOYEE REVIEWS
- CLOSING







# INTRODUCTION

## WHY ARE WE HERE?

Culture, not strategy determines and produces results. Values-based Leaders create values-based cultures that deliver success through:

- Accountability & Execution (performance)
- Committed & Motivated Employees (engagement)
- Operational effectiveness (productivity)
- Improved efficiency (cost/time control)
- Innovation (sustained growth)





ETHICS

RESPECT

HONESTY

INTEGRITY

# THE VALUES- BASED LEADER

## MODULE 1



LET'S WATCH



# UNDERSTANDING THE POWER OF VALUES



Values determine behavior; behavior determines performance.



# VALUES- BASED LEADERSHIP

## THE PROBLEM:

- Lack of discussion or everyday application of our company's values, mission and vision.
- Communication gaps between managers & contributors
- Low morale & enthusiasm to achieve objectives



# LET'S DISCUSS

VALUES BASED LEADERSHIP

## QUALITIES OF A VALUES-BASED LEADER







# EMPIRE'S LEADERSHIP VALUES

## INTEGRITY

Moral courage, ethical strength and trustworthiness. Keeping promises and fulfilling expectations.

## HUMILITY

Humbleness, dignity and awareness of one's own limitations. Open to other perspectives, grateful.

## AUTHENTICITY

Consistency, transparent in values, beliefs, and actions. Contribute to the growth of others.

## COURAGE

Strength to act with intention on behalf of the common good. Taking a stand in the face of adversity. Doing what is right even when it is inconvenient.

## PURSUIT OF EXCELLENCE

Purpose Driven, Continuous Improvement, Self-Disciplined.



# VALUES- BASED LEADERSHIP

## When Wrong Values Prevail:

- Situational Ethics
- Selfishness
- Insensitivity
- Arrogance
- Risk Avoidance
- Self-Indulgence
- Entitlement

# VALUES- BASED LEADERSHIP

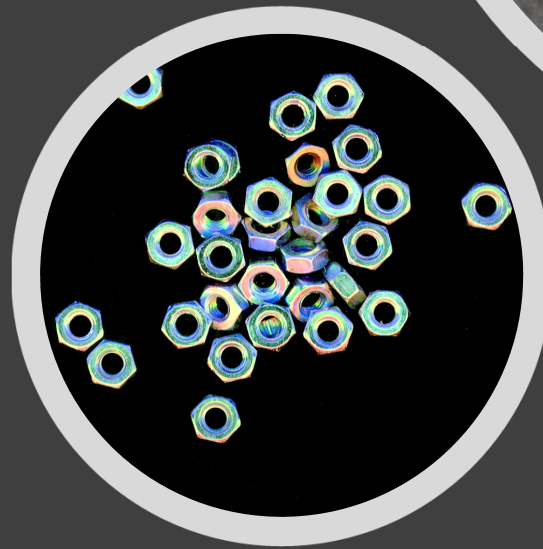
## When The Right Values Prevail:

- Ethical behavior – doing what's right
- Engaged employees
- Improved customer service
- Teamwork
- Clear direction and common goals
- Innovation/creativity
- Result orientation
- Job Satisfaction



# HOW DO WE CREATE A VALUE-BASED CULTURE?

- MODEL THE WAY
- CONNECT VALUES WITH BEHAVIOR
- COMMUNICATE WITH RESPECT
- ENGAGE IN REGULAR DISCUSSION
- IMPLEMENT VALUES TRAINING
- HOLD EACH OTHER ACCOUNTABLE
- MEASURE RESULTS – SURVEY/TEST



LET'S TAKE A BREAK

VALUES-BASED LEADERSHIP



## MODULE 2

# ACTIVE LISTENING & DIALOGIC COMMUNICATION





LISTEN CAREFULLY...





# WHAT IS ACTIVE LISTENING?

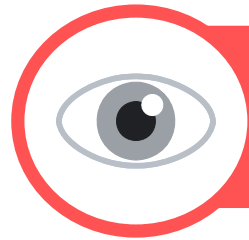
Active listening is a way of listening and responding to another person that improves mutual understanding.

COMMUNICATION SKILLS

## 5 ASPECTS OF ACTIVE LISTENING



**Pay Attention**



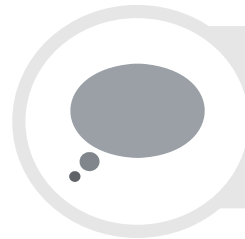
**Show That You're Listening**



**Provide Feedback**



**Defer Judgement**



**Respond Appropriately**



**LET'S PRACTICE!**

WHAT'S GOING WELL? OR NOT SO WELL?



# WHY IS ACTIVE LISTENING IMPORTANT?

- Builds trust
- Makes you approachable
- Strengthens patience
- Broadens your perspective
- Increases knowledge
- Saves time
- Aids in problem solving

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## THE 3 A'S OF ACTIVE LISTENING



Attitude



Attention



Adjustment



## DIALOGIC COMMUNICATION SKILLS

### DIALOGIC PRACTICES

The dialogic practices are:

- **Listening** without distraction to what is being said.
- **Respect** – without violation, be sure you understand what is being said.
- **Suspension** of personal bias – understanding that the other person may have a different perspective/life experience.
- **Voice** – authentically saying what you think or feel without pretense. (*Not what you think they want to hear.*)

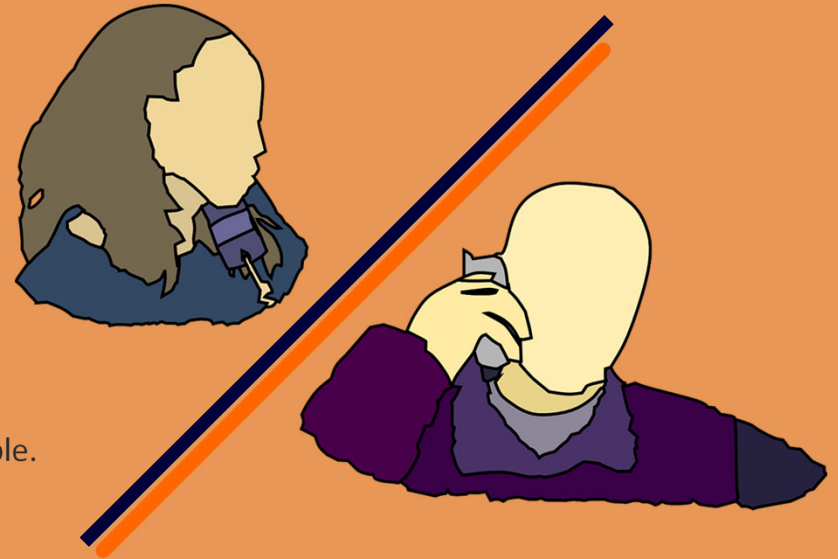
**LET'S PRACTICE!**



# DIALOGIC COMMUNICATION ACTIVITY #1

## I'm Listening

- You will be given a role either as a “talker” or a “listener.”
- You will each be given instructions with a complete scenario for each role.
- You will pair up to role-play the scenarios, followed by a discussion.



# REVIEW: ACTIVE LISTENING & DIALOGIC COMMUNICATION

VALUES-BASED LEADERSHIP

10-MINUTE BREAK

VALUES-BASED LEADERSHIP



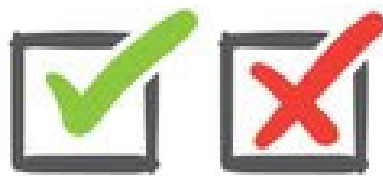
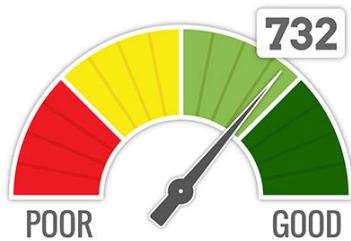


## MODULE 3

# ADMINISTERING EMPLOYEE REVIEWS FOR POSITIVE IMPACT



# REVIEW PROCESS



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1. Discuss rating system & definitions with employee

2. Employee completes self-evaluation

3. Supervisor completes the employee's evaluation

## REVIEW PROCESS



4. Compare evaluations and discuss discrepancies



5. Agree on areas of excellence and a plan for making improvements



6. Employee completes review process survey for Management



TIME TO REVIEW!

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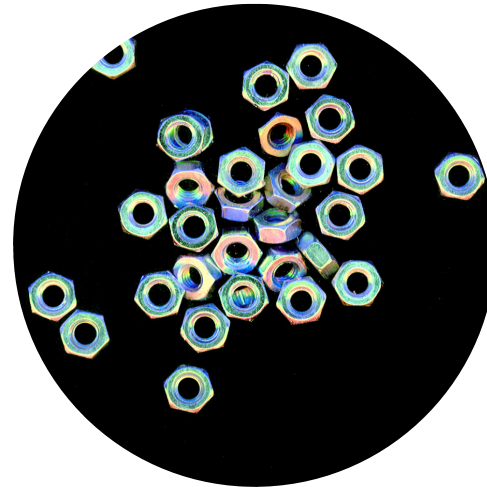
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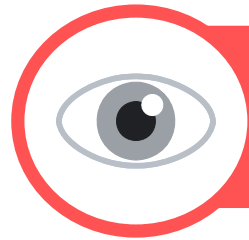
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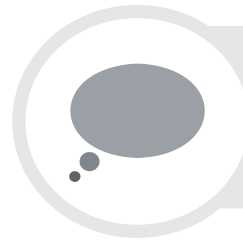
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**Defer Judgement**



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PLEASE, CLICK HERE FOR A SHORT SURVEY.



VALUES-BASED LEADERSHIP



THANK YOU

VALUES-BASED LEADERSHIP