

Mr. Hurther Baker
Senior Lead Maintenance Technician
Next-Step Leadership
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INTRO for Website Content:

Please provide a Bio for the YouTube Channel and promoting. Here:

Questions

Opening

A. Who IS Mr. Hurther Baker?

I'm just a man who loves God, family and life.

B. What are your current goals?

My current goal is to encourage people that having a skilled trade is not a failure.

Questions From Viewers of Next-Step Leadership

1. How does someone get to your level?

-By being open to learn.

2. What's the most challenging part of your job?

- Managing residents' complaints because everyone wants everything done NOW.

3. What's the biggest issue you had when working with management and how did you handle it

-A lot of times people in property management, individuals are given positions that they are not qualified to have. prompting the team to teach their supervisor the job.

4. How does management deal with maintenance worker input?

- If you're a smart manager you'll understand that your team's input is very important. Technicians are dealing with residents, vendors and the public so we see and hear things that office personnel don't deal with.

5. What techniques did use with your most difficult client to make it a positive experience for everyone?

- LISTEN. Nothing more nothing less, just listen. Residents just want you to understand their concerns.

6. If you could change one thing about your job, what would it be?

- Making sure the team shares the spotlight, accolades and awards.

7. What hands on skills are recommended to know for Youth pursuing this career? *Jobs that work with hands are fading. In another 20 years who's going to weld, repair vehicles, build anything?*

- My job consists of multiple trades: heating and air, plumbing, electrical, carpentry and construction.

8. What would you as a senior team leader recommend to management to help attract and retain high caliber talent? **ASKED TWICE!**

- First you have to pay your people, treat your people like people, let your team know they're important and valuable, care about your people and make sure their opinion matters.

9. What are some things you and your team could work on when everything is running fine (no repairs needed) and all PM (preventative maintenance) tasks are complete?

- Every year we have safety, fair housing and other training courses that need completion.

10. Tell me about a time where you had a safety issue or job hazard and how did you address the concern. I try to lead the conversation to find out if they value safety over productivity.

- They're so many to choose from.

11. How do you motivate your employees to stay on task?

- Trusting in the team and making sure they have everything they need to get the job done.

12. When you go offline, what are your interests?

- Family, sports, being outdoors and church.

13. How do you continue to grow and develop as a leader? What are your daily habits moving you forward?

- Understanding that I don't know everything, there's still room to grow and not think too big of myself.

14. 10 Years from now, when you are out leading in the world, what do you hope to hear from others when they mention you as a leader?

- That I was effective and impactful.

NSL Questions

15. What are you reading right now? What is on the night stand? Or on the Kindle?

- The Mountain is You. by Brianna Wiest. Transforming Self- Sabotage into Self-Mastery

16. What would you say is the BIGGEST Misconception people have about you? How do you work through it?

- That I'm unapproachable and sometimes complicated.

17. Tell us about a time you failed as a leader.

- The time when I was about to fight a resident, it's a lot to unpack.

18. Last Question: What thoughts or ideas do you want to leave Lessons in Leadership Leader-Cast watchers with?

- In business the best leader is the best follower, remember in order to lead you first have to follow, be slow to speak and quick to hear, you can't learn if you're talking. Mistakes will be made but it's what you learn from them. learn everything about your career field, the smallest details matter. Have an open mind, sometimes you go to grow, don't be afraid to move. Because where you are is probably not where you are supposed to be and be the best version of you.

