

# Leadership Fundamentals

Master Class by

**Andre Hannemann Harris**



CULTURE TRANSFORMATION RESOURCES



We rise by lifting others.

Robert Ingersoll



# AGENDA

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Eight  
Leadership  
Habits

Your  
Leadership  
Commitments











Great leaders don't set out to be a leader... they set out to make a difference. It's never about the role – it's always about the goal.

Lisa Haisha, "Making Shift Happen"



# 8 Leadership Habits

<p>1</p>  <p>Work Together to Win</p>	<p>2</p>  <p>Communicate Purpose.</p>	<p>3</p>  <p>Build the Bench - Train and Retain.</p>	<p>4</p>  <p>Build High Trust and Credibility.</p>	<p>5</p>  <p>Talk Straight with Radical Candor.</p>	<p>6</p>  <p>Lead Like a Multiplier.</p>	<p>7</p>  <p>Empower the Team.</p>	<p>8</p>  <p>Increase Speed to Execution.</p>
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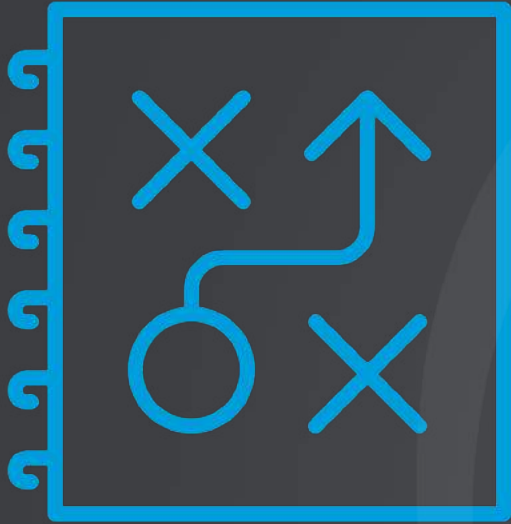
<p>Win Together to Work</p>	<p>Purpose. Communicate</p>	<p>and Retain. Bench - Train Build the</p>	<p>Credibility. Trust and Build High</p>	<p>Candor. with Radical Talk Straight</p>	<p>Multiplier. Lead Like a</p>	<p>Team. Empower the</p>	<p>Execution. Speed to Increase</p>
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The victory of success is half won when one gains the habit of setting goals and achieving them.

OG Mandino





Habit 1

# Work Together to Win

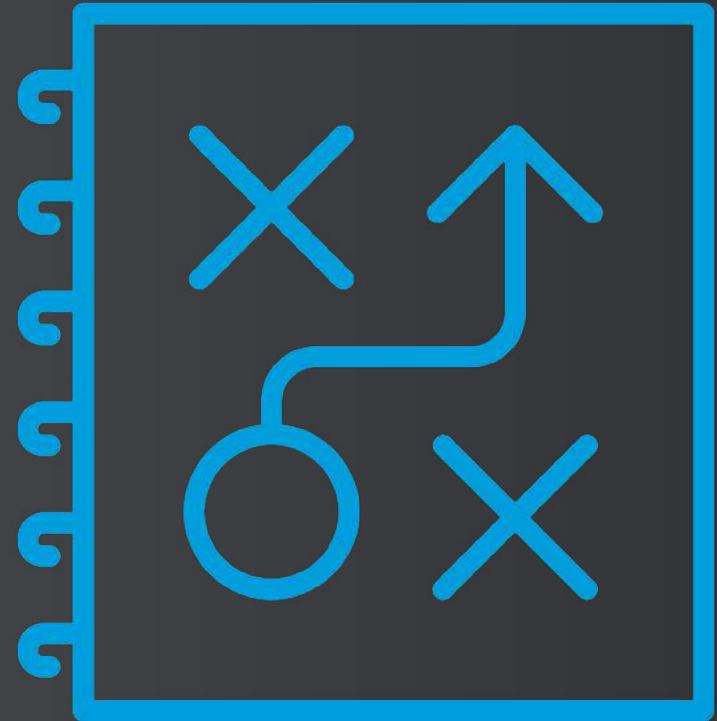


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## Habit 1

# Work Together to Win

- 🦋 Create a Best in Class Team.
- 🦋 Put People First.
- 🦋 Create a Culture of High Engagement.
- 🦋 Collaboration and Cooperation is Key.
- 🦋 Take the Leadership Pledge.
- 🦋 Increase Employee Engagement.







Daring leadership is ultimately about  
serving other people, not ourselves.  
That's why we choose courage.

*Brené Brown, Author of **Dare to Lead***



# Collaboration and Cooperation.

- 🦋 Collaboration is to Co-Labor.
- 🦋 Think of your own ideas as input, not output.
- 🦋 Listen to learn, rather than judge.
- 🦋 Collaboration can occur in every medium of communication, and in any moment.
- 🦋 Commitment is a function of involvement.
  - No Involvement = No Commitment
- 🦋 There is synergy in collaboration. The product of a group is greater than the sum of its parts.
  - Compromise is  $1 + 1 = 1.5$
  - Synergy is  $1 + 1 = 3$





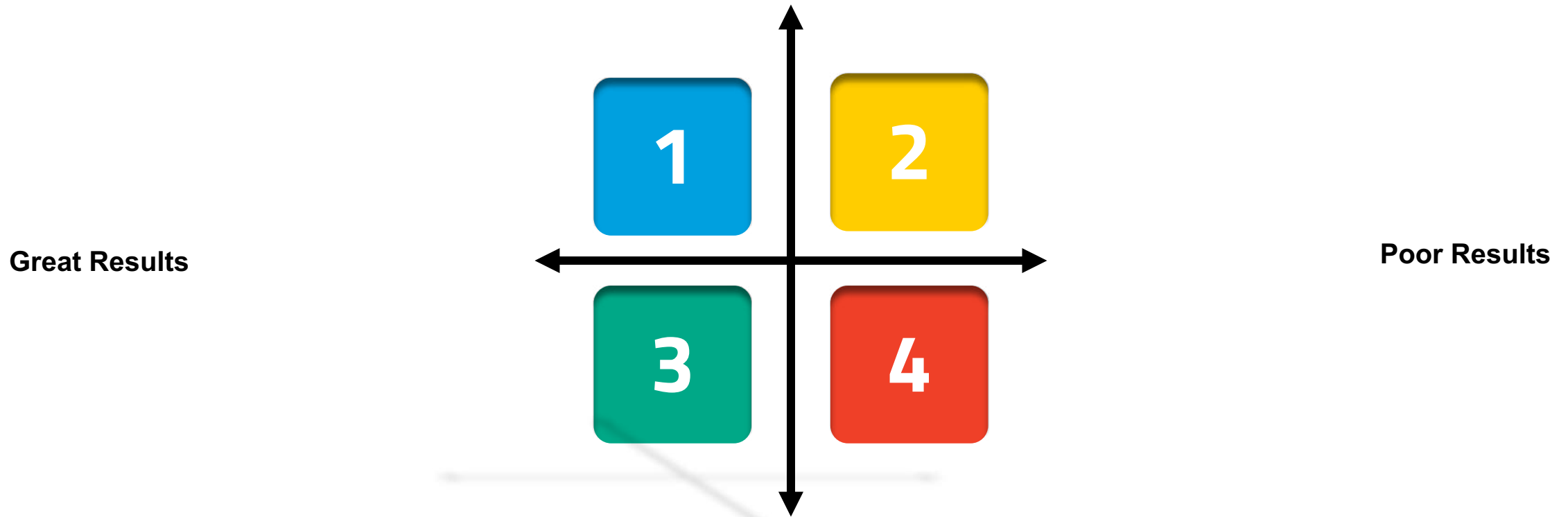
I think when people say they dread going into work on Monday morning, it's because they know they are leaving a piece of themselves at home. Why not see what happens when you challenge your employees to bring all of their talents to their job and reward them not for doing it just like everyone else, but for pushing the envelope, being adventurous, creative, and open-minded, and trying new things?

**Tony Hsieh, Zappos**



# Four Types of Employees.

Puts the Company and the Customer at the Heart of Everything They Do



Great Results

Poor Results

Does Not Put the Company and the Customer at the Heart of Everything They Do

# Four Types of Employees.

1



2



3



4



# Recognize Your 1s



“People work for money but go the extra mile for recognition, praise, and rewards.”

Dale Carnegie

# Train Your 2s

2



“If you think training an employee and having them leave is expensive, try not training them and having them stay!”

**Andre Harris, CTR**

# Counsel Your 3s

3



“The culture of any organization is shaped by the worst behavior the leader is willing to tolerate.”

Todd Whitaker



# Remove the 4s

4



“My main job was developing talent. I was a Gardener providing water and other nourishment to our top people. Of course, I had to pull out some weeds too.”

**Jack Welch**

# Reward. Recognize. Thank.



Know your people – their Why.



Provide personalized and meaningful recognition.



Some 1's May Need...

- Bigger / New Challenges
- Do Not Squash
- Define a Path
- Assign a Coach
- ID Successor



# Focus on Habits and Small Gains.

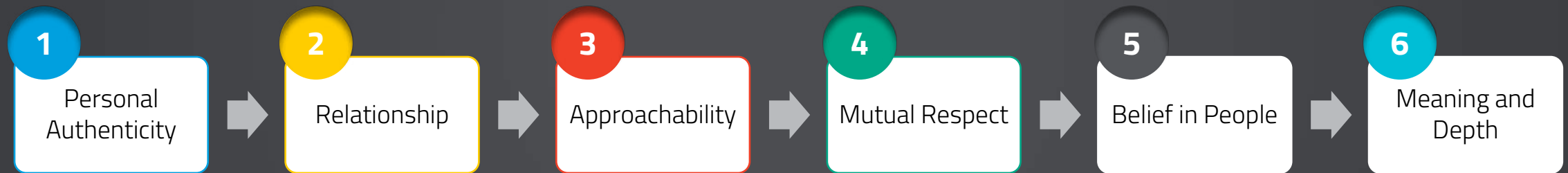
If you get **1%** better each day for **one year**, you'll end up

**37 TIMES BETTER** by the time you're done.



# Care. Customize. Connect.

Extraordinary Leaders care about people and express interest and concern for their personal success and well-being. They customize interactions and create connections.

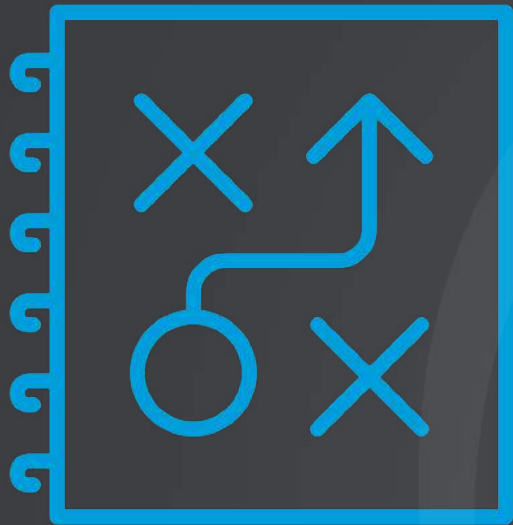




I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou, American Poet and Civil Rights Activist





Habit 1

# Work Together to Win



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## ANDRE HANNEMANN HARRIS



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 [Andre@CTRConsultingServices.com](mailto:Andre@CTRConsultingServices.com)

 [www.CTRConsultingServices.com](http://www.CTRConsultingServices.com)



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