

Building a Positive Culture

Emilianne Cox-CAA & Julie Kelly-CAA
Northwest Arkansas AD's

Are you the problem or the solution?



- As a leader, you are either the number one reason your people stay or the number one reason they leave.
- Coaches/Teachers don't leave schools, they leave bosses.
- Reasons that they leave include micromanaging, too much criticism, not enough connection, inconsistency.
- Reasons that they stay include being cared about as a person, encouraging professional growth, enjoy the team they are on.

Benefits of a positive culture: unity, motivation, performance, and satisfaction

Reality - If your coaches can't grow where they are, they will leave and grow somewhere else.

What will happen if you don't invest in your people?

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- They will leave anyway or they will mentally quit and continue to stay.
- How much times does it take for a new employee to feel like an important, knowledgeable, and competent part of your team?
- What kind of onboarding processes do you have?
- What kind of school-specific procedures do you have they they will need to learn?
- How many new software programs are they required to learn and use?
- How many other coaches and teachers do they need to get acquainted with in order to plan and collaborate?

******* If you don't know how turnover is affecting your organization or why your people are leaving, you will continue to experience loss after loss until you diagnose the real problem — and correct it.

Have you ever felt unappreciated or undervalued?

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- Don't we all want to feel valued and appreciated where we spend so much of our time?
- If coaches don't feel valued and if they don't share or know your department's mission and vision on how it helps them live a more fulfilling life, they will go elsewhere.
- How many of you personally do exit interviews with your staff that leaves? Do you ask them honest questions about their experience at your school and under your leadership or the leadership of the Head Coach (if they are an assistant.)

Questions to ask yourself -

- When was the last time I lost an employee? What was their reason for leaving?
- When I lost that employee, was it expected or was it a surprise? Why?
- Did you learn anything from your departing employee that could help you retain others? Is so, what?

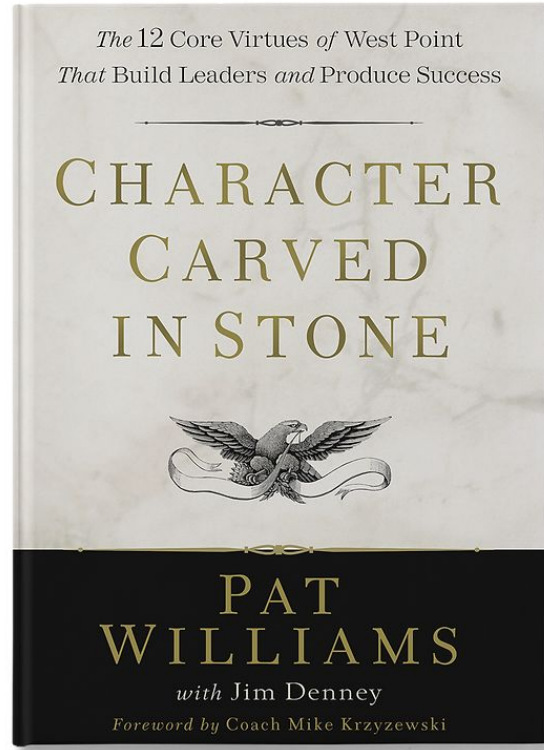
Building Employee Loyalty Through Leadership

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- Determine one thing you'd most like to improve in your leadership and then begin to work on that thing in yourself.
- Define what being a leader means for you.
- Think about the leaders you have experienced - How did they treat those they led? What did their interactions with their employees look like? What kind of connection did they have with their employees?
- The people you hire will be the foundation of your team and your greatest assets. Choose wisely if the person you hire will be a great fit for your team.

Character Carved in Stone-by Pat Williams-Story about West Point

- Compassion
- Courage
- Dedication
- Determination
- Dignity
- Discipline
- Integrity
- Loyalty
- Perseverance
- Responsibility
- Service
- Trust



How to Hire Your Dream Team

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- Hire the right person, not the convenient person
 - Do not settle
 - Don't let the short term demand dictate the long term success
 - Hire internally when possible
 - Hiring from outside discourages inside candidates about any potential growth
 - Hiring from outside begins to disengage them from their work
 - Hire for the ABC's: Attitude, Behavior, and Character
 - Let your employees focus on what they do best
 - Put people in places where they will shine by using their strengths and passions
 - Give them tasks that are assigned with their strengths
- **Your job is to help new hires connect not just with you, but with others on the team - That is the secret into turning a regular team into a Dream Team! Help them engage in each other's lives!**

Becoming a Mentor Manager

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- “Mentor Managers are able to communicate an employee’s worth and potential so well that the person begins to see those things in themselves (if they didn’t already).” C. Pulver
- They take time for one-on-one coaching, focusing on professional and personal growth. A mentor helps a person move forward and overcome obstacles.
- Instead of just focusing on their department, a mentor helps others establish their paths, values, and purposes.
- Mentor Managers have the ability to focus on the people on the ship, as well as where the ship is headed. They are people-driven instead of entity-driven.
- They stand next to their employees and walk the path with them.

**When you're a mentor, your
job is to connect your people
to their dreams.**

The Five C's of Mentorship

- They have **confidence**
- They have **credibility**
- They demonstrate **competence**
- They show **candor**
- They are **caring**

The Power of Keeping it Simple

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- If you're facing in the right direction, all you have to do is keep walking. What direction is your department facing? What direction are you and the members of your team facing?
- Employees should be pulling together at the same time for the same goals
- Simplify your schedule.
- Be accessible. An inaccessible leader is of no benefit to a team.
- What can you stop doing?
 - Cut your meetings in half - Don't meet just to meet.
 - Cut workplace stressors -
 - Cut the clutter - Get rid of things you don't need - Unclean environments are connected with higher stress levels
 - Cut bad habits (and swap in the good) - Eat healthy instead of concession stands - Walk at lunch and step away from your phone and computer

Challenge Yourself -

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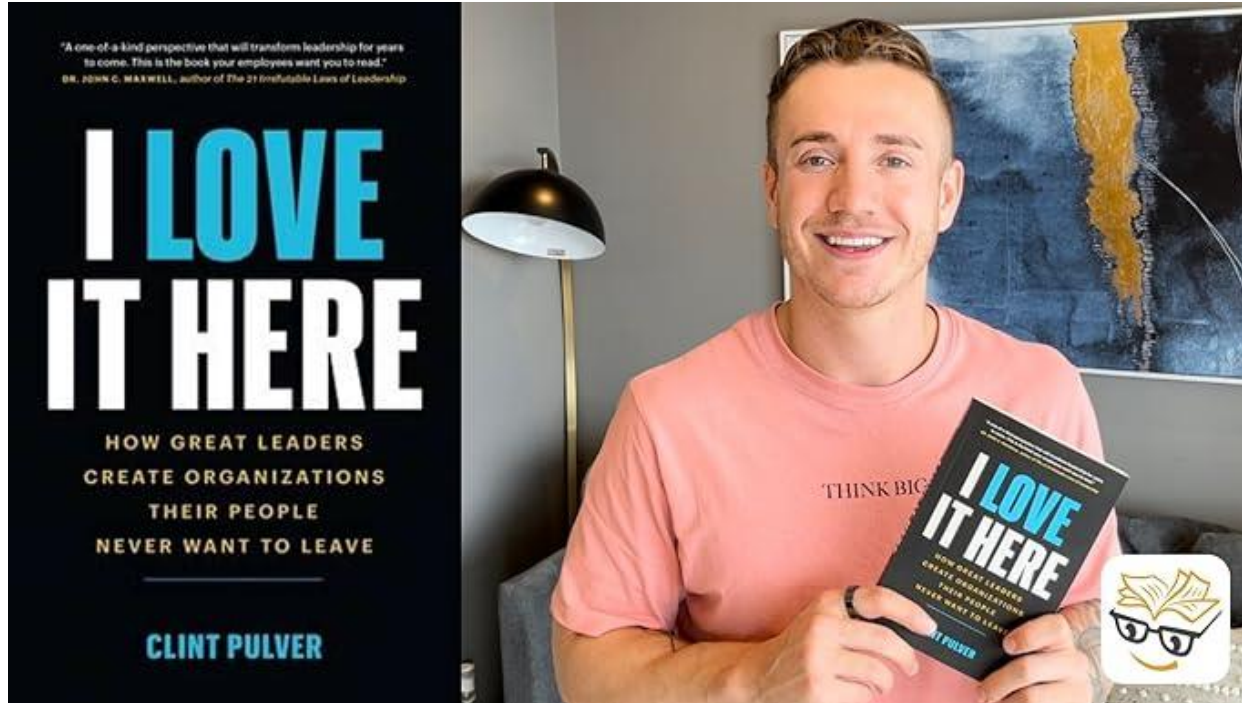
- How can you simplify your department vision/mission statement so that it becomes more memorable?
- How can you simplify your agendas and reduce stress for yourself and your coaches? What can you put on your “to don’t” list?
- How can you make yourself more accessible to your coaches and better share your time with them?
- Ask your coaches what creates the most stress for them in their job. Identify five ways you can reduce stress for yourself and your coaches and implement two of those right away.

Create an Environment of Ownership

- Enable your coaches to act
- Involve your team in hiring decisions
- Allow flexible schedules, if you can
- Ask for ideas
- Delegate responsibility

A team whose employees are given the opportunity to take ownership is a team/department that is moving forward.

Reference - Clint Pulver



Book can be purchased on Amazon.

Contact Information

Julie Kelly-CAA

Providence Academy- Rogers, AR

ad@providence-academy.com

Emilianne Cox-CAA

Lincoln High School-Lincoln, AR

ecox@lincolncsd.com