

Knowing vs. Feeling

From the first section of the "Things Every Manager Should Know" Packet

Getting them to want to do what you need them to do

The best leaders are those that lead from within. They are not directing the staff from behind the scenes. They, with the help of the staff are ensuring that every single customer leaves unable to wait to tell their friends if the incredible experience they've just had. They are the Servants of those they lead. Their purpose is really just to enable the employees to do the job they know how to do, as effectively and as efficiently as possible. Dave works for us, we work for the staff, and they work for the customers. If you adopt this attitude, you will develop a staff that will take a bullet for you, and certainly will have no problem doing anything that you ask of them.

Then, turn it into a personal statement and take ownership of it.

I believe that the best leaders are those that lead from within. I believe the children are our future. Teach them well and let them lead the way. Show them all the beauty they possess inside. I will not direct the staff from behind the scenes. I will lead the charge to take Hamburger Hill and might take a bullet in the process. I will support the staff to ensure that every single guest leaves unable to wait to tell their friends of the incredible experience they've just had. I am a servant to those that I lead. My special purpose is to enable my staff to do the job it was born to do. They (my staff) are as individuals and as a group effective and efficient. I believe in a servant-leader paradigm where I answer first to them. Dave as founder and CEO works for us. I, and each of us as leaders, work for the staff. The staff, in turn, works for the guests. This attitude and my actions will inspire and develop a staff that would gladly follow me into battle. From this position, my team will have no problem doing whatever it is that I ask of them.

How does the second paragraph make you feel? Does it give you a clear objective?

The Difference between Management and Leadership

The manager administers; the leader innovates

The manager is a copy; the leader, an original

The manager relies on control; the leader inspires trust

The manager has a short-range view; the leader, a long-range perspective

The manager asks how and when; the leader asks why

The manager looks to the bottom line; the leader to the horizon

"Leadership is: knowing what to do next, knowing why it is important, and knowing how to bring appropriate resources to bear on the need at hand." Bobb Biehl in *Minute Motivators*.

"A great man shows his greatness by the way he treats little men." Thomas Carlyle

"People first, strategy second." The motto of successful CEOs, *Fortune*, June 21, 1999. p.74.

"Leadership means staying out in front as well as only doing what we can do well." - Margot Northey, Dean of Queen's School of Business.

"Leadership: The art of getting someone else to do something you want done because he wants to do it." Dwight Eisenhower

"Don't measure yourself by what you have accomplished, but what you should have accomplished with your ability." John Wooden

"Supervisors who want the best out of people have to lead, not push. It is harder to do, and it takes a lot more skill. But it is worth the effort." - *Leadership With a Human Touch*, January 18, 1994.

"You don't have to be brilliant to be a good leader. But you do have to understand other people - how they feel, what makes them tick, and the best way to influence them." *Leadership*, January 19, 1993.

"Real leaders have no need to advertise their leadership except by their conduct, sympathy, understanding, and ability." *Leadership*, January 16, 1996, p. 7.

"Leadership is not found in position; it is found in action and influence." Glen Martin and Gary MacIntosh in the *Issachar Factor*.

"The key to successful leadership today is influence, not authority." Kenneth Blanchard in *Leadership Inspirational Quotes & Insights for Leaders*, p. 18.

"A leader is one who knows the way, goes the way, and shows the way." John Maxwell in *Leadership Inspirational Quotes & Insights for Leaders*, p. 26.

"The single most important factor in determining the climate of an organization is the top executive." Charles Galloway in *Leadership Inspirational Quotes & Insights for Leaders*, p. 28.

"The highest compliment leaders can receive is the one that is given by the people who work for them." Quoted in *Leadership Inspirational Quotes & Insights for Leaders*, p. 109.

"The first step to leadership is servanthood." John Maxwell in *Leadership Inspirational Quotes & Insights for Leaders*, p. 122.

"If you don't choose to do it in leadership time up front, you do it in crisis management time down the road." Stephen Covey

"Managers are people who do things right, and leaders are people who do the right thing." Warren Bennis

"The leadership that frees people to be their best, affirms them in their diversity and includes them in the dreams, decisions and benefits of the organization is a servant leader." James M. Childs, Jr.

"Servant leadership propels organizational success." Ken Blanchard

"It is always easy to do right when you know ahead of time what you stand for." Don Meyer

"Leadership has less to do with position than it has with disposition." John C. Maxwell