Well Done Is > Than Well Said

Joe Coles
Coles Consulting Services
Email: joe@joecolesconsulting.com
Cell phone 620-353-9702

Great time!– I control me!
• Pleasure! -- Honor!!! – Important!
• Time Out!
• Questions for me?
• That look!

That Look!

Accountability Partner
• Find a partner right beside you.

• We would prefer that you are in groups of 2!

• One of you will be named “Awesome” the other will be named “Terrific”!
• A third will be “Super duper”

Shake your partner’s hand:
• You are fantastic!
• You are special!
• You are extraordinary!
• You are smart!
• You are responsible!
• You are kind!
• You are hard working!
• You are the type of person I like to be around!

• WOW
• COOL
Well Done > Well Said!

- Driven by the need to be the best you can be!
- Work to constantly improve!

"Walk the talk!"

- By definition this phrase implies that our actions illustrate and align to what we are saying.
- Leaders set the tone and create the work environment.

"Walk the talk!"

- They do so by their actions and how they choose to positively empower those that look to them for guidance.

"Walk the talk!"

- If we are not getting the results we desire, we may ask ourselves what our “walk” and “talk” conveys.
- What messages are we putting out there?
“Walk the talk!”

- Nothing stands in the way of progress like mixed or unclear messages.

- If we are responsible for setting up the environment for success, how can we be sure we are doing it right?

If we can keep what we do in alignment with what we say,

- We ensure we are on the path to fulfilling our objectives and goals.

- Then, we can celebrate that we have created an environment for success!

Imagine... An Inspirational Leader that:

- Talks the goals!

- Walks their values!

- Inspires others to succeed!

Write down all of the things below that you value.

| popularity | patriotism | car | friends |
| money      | status     | clothes | fun |
| sincerity  | honesty    | work  | God |
| hobby      | possession | loyalty | integrity |
| good looks | athletics  | power  | vision |
| physical fit | freedom | family | music |
| education  | leadership | knowledge | wisdom |
| Place of worship | Personal Growth | self-discipline | other: |

Value

- Now prioritize your list.

- Put the most important #1, second, third and so on.
Now look at your top three!

Three ways we demonstrate what we value:

- By the way we spend the time!
- By the way we spend our money!
- By the way we treat others!

Values – Accountability Partner

- How did you choose yours?
- How important are values?
- How can we really make sure we honor our values?

Values

- LOYALTY
  - Values guide all plans, decisions, and actions.
  - Values become real only when you demonstrate them by the way you act and the way you insist others to behave.

- You will not change your life until you change something you do daily!

Why Do You Do What You Do?

- Why?
- Dreams!
- Passion!
- Purpose!
1. Listen to your life!
   - The best place to begin charting your future is by taking a look at your past.
   - “Before I can tell my life what I want to do with it, I need to listen to my life to tell me who I am!” – Parker Palmer

Listen to your life!
   - Being more self-aware about what you’ve accomplished or not accomplished in the past.
   - The intent is to look for a unifying thread or pattern that’s consistent throughout your past experience that’s also consistent with your passion and skills.

Listen to your life!
   - That unifying pattern or thread should energize you once you recognize it.
   - This retrospection will also identify those activities in the past that you should avoid!

Purpose
   - To live out your purpose:
   - You have to have your priorities straight!

2. Accidental apprenticeships.
   - The reality is that nobody achieves success or realizes their life purpose by themselves.
   - It’s a process that requires and demands a team of mentors providing guidance.
   - We just don’t always see it.
Accidental apprenticeships.

• Every story of success is a story of community.

• Some people will help you willingly, while others may contribute to your education on accident.

• If you are wise, you can use it all

3. Prep for painful practice!

• There’s a myth that once you know what it is that you’re supposed to pursue:

• Achieving that purpose will be easy because it plays to your strengths and passion.

• That’s not the case.

Prep for painful practice!

• The paradox is it’s difficult to achieve the level of excellence that your calling should merit.

• But that struggle for mastery is also invigorating and fulfilling. It’s tough and not everybody realizes that until they’re in it.

You can find that juncture by answering the following three questions:

• What do I love?

• What am I good at?

• What does the world need?
Life Purpose!

• Once that sweet spot is identified you won't have a job or even a career.

• You'll have a life purpose.

Walk Your Talk!

Tough Job

Stress on the job!

Coach Wooden
Coach John Wooden
- Dad told him if he wants to be successful in this world, that he needs to do
  these three things:
  - Don’t Whine!
  - Don’t Complain!
  - Don’t Make Excuses!

PDA
- Purpose
- Discipline
- Action
- Will get you:
  - “Remarkable Performance!”

Job or Purpose
- What we do for a living does not matter as much as why we do it!
- Purpose is the fuel that drives performance!
- Without discipline, purpose is just loud talk and noise!

Discipline - Action
- Discipline is what turns purpose into action!
- Action is where the rubber meets the road in our lives!

YOU control two things!
- Attitude!
- Effort!

Statement
- We have to slow down so we can speed up!
Accountability Partner

• Tell them “why” you do what you do!
• Passion
• Dreams
• Purpose!

Thank YOU!

• You – Are a person of Influence!
• You – will make a difference with people this year!
• You – decide what kind of difference!

Fred Factor!

• It’s always about service!

Fred Principles

1. Everyone makes a difference!
2. Everything is built on relationships!
3. You must continually create value for others, and it doesn’t have to cost a penny.
4. You can reinvent yourself regularly!

Extraordinary

• I want to be extraordinary at something!
• I think all of us want to be extraordinary at something!
• How do we get there?

Extraordinary

• If you want to be Extraordinary!
• The first thing you have to do!
• Is quit being ordinary!!!!
Extraordinary
• You have stepped out of your comfort zone!
• Do more than you are presently doing!
• IT!

IT
• I see people that have “IT”
• I really don’t know what “IT” is.
• But, I know “IT” when I see “IT”

IT
• I have also found that “IT” can be developed!
• “IT” can be sharpened!
• “IT” can be strengthened!

Negative World
• Your positive energy and vision must be greater than anyone’s and everyone’s negativity!

Quote
• ”Alone we can do so little; together we can do so much!”
• ---Helen Keller

#6 Synergize
#6 Synergize

Geese and Synergy

What is WHALE DONE?

- Learn how to build trust.
- Positive relationships
- Contagious
- Increase productivity
- Improve morale
- Reduce stress
- Inspire passion and boost performance

The WHALE DONE Approach:

- Build Trust
- Accentuate the positive
- When mistakes occur, redirect the energy
- Lots of SMILES

Your working Environment!

- Look at your work environment and answer the question, “What kind of culture do we have now?”
- Reflect back on positive relationships that you have experienced in the past.
BUILD TRUST
- Doesn’t just happen—you have to work at it.
- Takes a lot of time.
- Show them that you care.
- Show them that they can trust you.
- Show that you trust them.
- They see you right there with them.
- They can come to you when they are having a tough time.

Build Trust- cont
- You can build them up or tear them down.
- If you are not 100% sincere and honest with them they will not give the same back.
- Be Sincere and Honest
- Make sure our works and actions do no harm.
- We have to have patience and invest the time!

Trust
- Story of a Clock Keeper!

ACCENTUATE THE POSITIVE
- The more attention we pay to what that person is doing—right or wrong—the more that behavior gets repeated.
- The key is to pay more attention to what is going right—not what is going wrong.
- Make everything interesting!
- Change things up! Change the routine.
- They have to follow your direction.

Accentuate— cont.
- Each person is different and each day is different.
- Find out what each person needs.
- Fun is an important part to each relationship.
- Praise for making progress.
- Take time to find out what motivates each individual.
- Treat everyone as individuals.
- Keep things interesting!

Accentuate cont.
- Not being soft—being real.
- Praise progress
  - Catching people doing things right or almost right.
- Build a relationship that will motivate them to do the right thing!
REDIRECT
- Instead of focusing on what is wrong, they focused on what is right.
- Don’t focus on the negative – focus on the positive.
- When you redirect, you go to something positive.
- Something the person already knows.
- Keep the whole process in a positive direction.
- Redirect with people is gently putting them back on the right course.

REDIRECT- cont.
- Make sure the person knows something isn’t right?
- Work to redirect their focus to positive results.
- Don’t blame.
- Not only do you get to fix a mistake— you get to build a relationship in the process.

Reaching Out!

The Power of TWO

Please stand up and find a partner
- Face your partner and introduce yourself!
- Hold your left palm up.
- Take your right index finger and place it in the palm of your partners left hand.
- On the count of three, you try and grab their finger with your left palm and try and pull your right index finger out!
How do we build trust?

Trust is spelled!

TIME

What is your first impression of this person?

First Impression

- How long does it take to make a first impression?
- **3 to 30 seconds**
- What happens if you give a negative first impression?
- It takes 20 positive encounters to change a negative first impression!

First Impression

- You’ve learned that birds of a feather flock together...well, ducks aren’t all that different from people.
  - If they have good experiences they return to you.
  - If they have a bad experience they won’t be back.

Meeting and Greeting Others

- Initiate the Contact
- Handshake – 3 pumps
- Eye contact
- Facial Expression
- Posture – Lean in – Open– Personal Space
- Energy Level
- Relax
- Tone of Voice
- Dress – Grooming
We have to slow down so we can speed up!

Key of it all!

What are true relationships?
- Mutual Trust!
- Mutual Respect!
- Mutual Understanding!

Building Relationships

How do you build a relationship?
- Self Disclosure
- Inquiry – Ask questions
- Seek Advice
Relationship Building —— What happens?

• People understand you!

• You understand others better!

• Build Trust!

Make them feel unique and needed.

• Acknowledge and appreciate each person individually, for the qualities which make them unique and wonderful human beings.

• Encourage those qualities.

• You should also make each person feel like they have something to offer and contribute.

• This will raise their confidence and help them to find their proper path in life.

Recognize their efforts.

• Even if people make only occasional, small efforts, those efforts need to be acknowledged and appreciated.

• Tell them when they’ve done a good job, individually, and mean it.

• Don’t be patronizing, be appreciative.

Recognize their efforts.

• If they’ve worked particularly hard, reward them.

• A student who’s managed to raise their grade from a D to a B+, for example, may have earned the right to pump their grade to an A with “extra credit” for the magnificent amount of work that would have been required to accomplish such a feat.

Give respect.

• It is extremely important to respect people.

• It doesn’t matter if they’re graduate students working on a doctoral thesis or kindergartners: treat them like intelligent, capable human beings.

• Respect that they have ideas, emotions, and lives that extend beyond your classroom.

• Treat them with dignity and they will extend the same to you.

Get Feedback

1. Get Feedback
2. Use Feedback
We are not all the same!

5 Love Languages
based on the work of Gary Chapman
• Authored more than 15 books
• Daily radio program
• Counselor
• Senior associate pastor

Primary Love Language
• The one language that is most effective in meeting emotional need for love.
• Everyone has one.
• Some are difficult to find.
• Sometimes it is what hurts them the most.

Treating people the way they want to be treated!

The 5 Love Languages
• Words of Affirmation
• Quality Time
• Gifts
• Acts of Service
• Physical Touch
Do Something!

Set Goals

SMART Goals
- Look at each goal and evaluate it.
- Make any changes necessary to ensure it meets the criteria for a SMART goals:
  - S = Specific
  - M = Measurable
  - A = Attainable
  - R = Realistic
  - T = Timely

Determine overall goals.
- Once you’ve identified a few major skills which your people will need to succeed in life:
  - Determine some goals based on those skills.

Set specific goals.
- Once you know what your general goals are for the group.
  - Think of specific goals which will serve to show you that those overall goals have been met.

Outline how those goals will be reached.
- Now that you know what you want your people to be able to do, outline the smaller skills which be necessary to get them to those larger goals.
  - These will be mini-goals and will serve as a road map.
Uncommon

• Develop a culture that you hold yourself and others accountable.

• Let’s start with ourselves!

Leadership - Invisible Peer!

• In every business there is at least one employee walking around that no one notices!

• No one truly sees the “person” who is really there.

• Every human being needs to be needed, respected, loved and appreciated.

• We need to make Invisible Peers visible…

The Ripken way! – Teachable Moments

1. Keep it simple.

2. Explain the why?

3. Celebrate the individual.

4. Make it fun!

Great leaders and workmates don’t just impact you today, they impact you for the rest of your life!

It all starts with Respect

Respect means valuing others.
Respect Starts with Us!

- Colleagues will emulate you and the way you treat others, particularly if they admire you.

- So it’s important to set the tone of respect in your workplace by the way you speak to people.

- You must be respectful, exceedingly so, in all of your interactions.

- I know you’ve heard it before, but saying please and thank you works.

- For your colleagues to get the message, you need to use exaggerated politeness!

Gain your colleagues respect by doing exactly what you say you will do and having your words congruent with your actions.

- If you require your colleagues to keep their desks clean and neatly organized, but you don’t keep yours that way, they will notice.

Stop telling your colleagues how you expect them to behave and instead show them how.

- Model what respect looks like.

20 Questions

- I AM
  - Nurse
  - Mom
  - Leader
  - Accountable
  - Role Model

Accountability
Positive Energy

- Your positive energy and vision must be greater than anyone's negativity!

Positive Energy

- Positive energy is like a muscle, the more you use it the stronger it gets!
- The stronger it gets the more powerful you become!
- Repetition is the key and the more you focus on positive energy the more it becomes your natural state. -- Practice!

Wiseman

- The wise man thinks for a moment and he says:
- "I know which one is going to win!"
- "The one you feed the most!"
- "So feed the positive dog!"
Positive Energy

- You have to feed the positive dog and you have to cultivate it every day!

- One day is not enough.

- It has to be a habit!