

WHEN TO INTERVENE

- ↳ Poor attendance
- ↳ Safety
- ↳ Harassment
- ↳ Drug & Alcohol Abuse
- ↳ Interpersonal Conflict
- ↳ Productivity / Not meeting goals
- ↳ Performance
- ↳ Employee Stress
 - (Employee Family Assistance Program)
 - Come to HR for support including

REASONS WHY WE DON'T DEAL WITH ISSUES

- You're worried that what I'm going to say is not P.C.

Fear of repercussion.

- Lack of HR support in the past.

- Depending on position of person... It's harder to pinpoint problems with people \uparrow in hierarchy, perceived importance of role.

- It's not addressed good staff
• backward ^{leave} managing peers
or friends...

• We're afraid of losing
a friend.

• We're afraid of not
being liked.

- If you don't deal with 1 person, you'll
have no respect from others.

• Picking battles: if everything
is an issue then that's

What you're spending your
whole time on.

- Someone might need that battle fought.

• It's easier to pass the buck.

- You're not solving it - you're making it
• We don't have support of ^{manager}

politics, procedures in the org. →

- we need to influence
policies & procedures.

Bio

ABLE TO HANDLE STRESS/SETBACKS CALMLY AND WITH SUPPORT

- Knowledgeable

Supportive

NDS A Great Mentor - At Work & Outside of Work

Sense of Humor

they do?

Self Aware

Made me feel important
"Wh. best leader you ever had?"



- delegated expected that I knew how to do task

- Respect (both ways)

Lead by example

Good sounding Board

Flexible

- obvious that they worked hard, set example

OPEN TO NEW IDEAS

- gave opportunity to 'step up'

Mentor

Guidance

Promote Problem-Solving

Trusted my Judgment.

Motivate

Listened

Provide Feedback

INFORMATION SHARING

They noticed when I needed help with learning something.

They gave me more time to help me.

Encouraged Teamwork.

- SET THE GOAL NOT THE PATH

They lightened my work load when it mattered the most.

Provided Positive feedback

No Micromanaging for those staff

- SUPPORTIVE OF MY DECISION MAKING

MOTIVATED

FOUND A WAY TO MOTIVATE

SHOWED INTEREST IN OUR TASKS

ENCOURAGED USING YOUR THINKING

DIDN'T OFFER TO SOLVE ALL PROBLEMS

THINKING ABOUT GOOD LEADERSHIP

- didn't want to disappoint + motivated to do good job

Motivated Others

Learn from Mistakes

Professional Development

Grows the leadership capacity of the organization

Giving people confidence to then become a leader in the community

Turned a struggling organization around

MADE US THINK CRITICALLY

INCREASED MY SELF CONFIDENCE

What effect did they have on the organization or community?

Knowledge transfer / Teaching

DEVELOPED PERSONAL CONNECTIONS

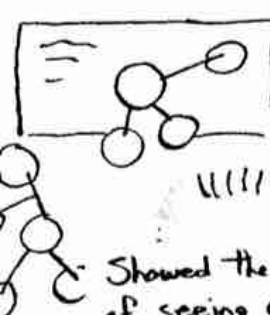
HELPED US UNDERSTAND OUR WORK AT A DEEPER LEVEL

Shown the benefit of seeing a job through to the end.

GOOD CORPORATE CITIZEN (FAIR, WILLING TO ENGAGE ANYONE)

Positive work environment

Built effective teams



- didn't want to
disappoint so
motivated to
do good job

PROVIDED OPPORTUNITY
FOR PERSONAL
DEVELOPMENT
(AUTONOMY)

Motivated
Others

What effect
did they have
on you and
others?

Taught motivation
and desire.



Learn from
Mistakes | Confidence | Growth

Professional
Development

Built self
confidence

THINK
LY

INCREASED MY
SELF CONFIDENCE

MADE ME A
BETTER
PROBLEM SOLVER

HELPED US UNDER-
STAND OUR WORK
AT A DEEPER LEVEL

PROMOTED TEAM
RESPECT

Built
effective
teams

