



Leadership and Engagement In the New World of Work



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January 25, 2024



Additional resources for this program can be downloaded from <https://contentedcows.com/aaspa-jax>

PREMISE

Creating a focused, engaged, and capably led workforce is one of the best things you can do for your bottom line.

Three Trends in “Workplace Next”

1. Workers are in the driver’s seat...for now.
2. Flexibility is here to stay.
3. You will have to hire from a generation that totally perplexes you.

Assignment – get your culture right, or nothing else will do any good.

Assignment – eliminate self-limiting thinking.

Assignment – focus on what you CAN do.

People will engage when they have:

1. Something to commit to.
2. An even chance to do their best work.
3. Caring leadership.

Assignment – Ask 5-6 employees, “What are our top 3 priorities as an organization?” Check for consistency.

Engagement Drivers:

- | | |
|--------------------------------|--|
| 1. LEADERSHIP | 2. Systems (policies, procedures, rules, infrastructure) |
| 3. Compassion | 4. Support from administration |
| 5. Listening and communication | 6. Autonomy and self-determination |
| 7. A sense of having an impact | |

Assignment – Make leadership a primary qualification for every person in a management role.

Assignment – Pick one leadership trait (maybe from the list we made during the presentation), and resolve to get better at it over the next, say, 90 days.

Assignment – Give the previous assignment to every leader in your organization.

Other than pay, the 2 biggest complaints of educators:

1. Workload
2. Paperwork

Assignment – eliminate one utterly stupid policy, procedure, system, or habit, under your control, that hampers the flawless execution of your mission.

Assignment – show up – in person – when people are having a hard time.

Work Must Matter

Assignment – develop creative ways to show everyone how their work matters – including, and maybe especially those who don't work directly with students.

Assignment – celebrate wins. Even the small ones.

Say thank you – a lot!

Assignments –

- Send handwritten thank you notes. Deliver in person, or by mail to their home.
- Include families in your expressions of appreciation.
- Recognize things like weddings, births, birthdays, family deaths, a child's graduation or 21st birthday.
- Feed the troops first!

Eleven Questions Every Leader Should Know the Answers to for Everyone on Their Team (some, without asking)

1. What is your name? (I'm not kidding.)
2. What are you really good at, at work? Outside of work?
3. What do you do for fun, at work? Outside of work? (Be careful ☺)
4. What are you lousy at?
5. What would you like to do better at work?
6. What are a couple of your strongest passions?
7. How do you get to work each day? Do you drive? Alone, or with others? Some other form of transportation? How long does it take?
8. Has there been some powerful life experience, good or bad, which impacts your approach to your work? (No need to go into detail, and if there isn't one, that's OK).
9. Who and what is most important to you, outside of work? (No need to pry.)
10. Is there something in particular about you, or your life experience, that especially suits you to serve some need in your work?
11. What are you having trouble with at work, that you could use someone's help with?

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