

 We guarantee it.  
 National Student Loan Program

## Bringing Out the Best in People



Presented by: Janet Dodson

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## Why bring out the best in others?

- Why not asks author Amanda Ford
  - a chain is only as strong as its weakest link
  - by committing to help all reach their ultimate potential you made your chain stronger

2

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## Seven human steps

1. Be an inspiration
2. See potential everywhere
3. Share positive speak messages
4. Give positive instruction
5. Share sincere and generous praise
6. Always make eye-contact
7. Treat yourself lightly

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## 10 strategies for increasing creativity

1. Reinforce all ideas
2. Remove obstacles and contingencies that punish or penalize
3. Look to unlikely people for ideas
4. Create unlikely teams
5. Catch and Record

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## 10 strategies for increasing creativity (con't.)

6. Expose to atypical experiences
7. Stretch goals
8. Expand your employee foundation
9. Train performers to fluency
10. Serendipity

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## Management myth

- People resist change
  - fact: People don't resist change if the change provides immediate positive consequences for them.
  - fact: People only resist change at work because it is usually accompanied by immediate negative consequences for them.

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## Why do some achieve higher success?

- Amazing facts – check it out with your staff
  - two-thirds of all entrepreneurs are firstborns
  - 21 of the first 23 U.S. astronauts were firstborn
  - between 1960 and 1999, 45 percent of female world leaders were firstborns
  - a 10 year study of 1,500 superior Wisconsin 9<sup>th</sup> graders 49 percent were firstborns
  - over half of U.S. presidents were firstborns
  - only 1/3 of the U.S. population is firstborn

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## Three environmental factors

- Expectations – typically people have more positive expectations for firstborns
- Responsibility – typically firstborns are given more responsibility and at an earlier age
- Feedback – firstborns get more feedback

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## Management

- Can develop the three environmental factors into all employees through:
  - expectations and goal setting
  - responsibility
  - feedback

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## Expectations

- Agree on a common meaningful expectation
  - communicate with each other on equal ground
  - get out from behind the desk find a round table
  - write it down and use words that all understand
  - post the agreed upon expectation so that it is a frequent reminder but not a threat

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## Responsibility

- Responsibility is two way
  - ask questions about goal progress
  - encourage tracking of goal success
  - celebrate goal accomplishments and milestones
  - don't nag
  - remember patience is often the key

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## Feedback

- Management is responsible for setting the tone for feedback
  - women like to hear it often
  - men like to hear it when it means something
  - some like feedback in writing
  - others like it verbally
    - it is management's responsibility to recognize individual employee preference

12

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## Leadership motto

- “Whether you think you can or whether you think you can’t you’re right.” – Henry Ford
- As a leader:
  - your job is to help your staff be successful with their accomplishments

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## Leadership mantra

*“Believe in ‘em, hold ‘em accountable, and give ‘em supportive feedback.”*

Author unknown

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## Resources

- Bringing out the Best in People – 3 part on line paper by Chris Longstreet
- How to Bring out the Best in Others – Amanda Ford
- Bringing out the Best in Others – Thomas K Connellan, PhD

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## Bibliography

- Ignore Everybody and 39 other Keys to Creativity – Hugh MacLeod
- How Full in your Bucket? Tom Rath and Donald O. Clifton, PhD
- Dealing with People you Can't Stand – Dr. Rick Brinkman and Dr. Rick Kirschner
- Bringing out the Best in People – Aubrey C. Daniels

16

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## For more information

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17

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