

SUCCESS



SUCCESS

**Set the
example**

**Understand
the
person/team**

Coach

Communicate

**Empathetic
leadership**

**Strive to get it
right**

Safe place

SET THE EXAMPLE



- What's the plan?
- Consistency
- Integrity
- How do you talk/listen?
- “See it, Say it”
- Do what's right, not what's easy
- Respect & Trust

UNDERSTAND THE PERSON



COACH



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COMMUNICATION

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- Actively listen
- Listen without interpretation
- Clean, concise, compelling
- Delivery
- Body Language
- Remember it takes two people
- 6 C's



EMPATHETIC LEADERSHIP



- Put yourself in their shoes
- Understanding that they are not you
- People learn differently
- Where did they come from?
- What is their background?

SAFE PLACE



- Open space for communication
- No ridiculing
- There are no dumb questions
- Allows people to bring ideas for solutions
- Allows for mistakes
- Builds confidence
- Care about our teammate beyond work
- Relationship is important
- The person is more important than the job

STRIVE TO GET IT RIGHT

It's not about being right it's about getting it right

People feel part of the success if they are part of the solution

Ask others for their input

Empower others

Create leaders

Bring solutions not questions

THANK YOU

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