

IGNITING THE FLAME: *Creating and Sustaining High Performing Teams*

Cory A. Godwin



OUR LEADERSHIP CHALLENGE...

Create organizational environments
where people matter and are valued.

vs.

Being viewed as objects used for success or profits

CHARACTERISTICS OF ADMIRED LEADERS

Honest

Forward-
looking

Competent

Inspiring

ORGANIZATIONAL HEALTH

Two Requirements for Success

Smart

- Strategy
- Marketing
- Finance
- Technology

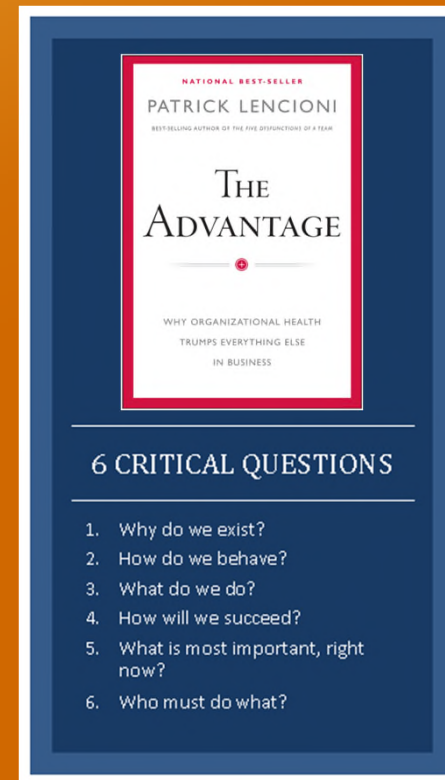
Healthy

- Minimal Politics
- Minimal Confusion
- High Morale
- High Productivity
- Low Turnover

THE ADVANTAGE – WHY ORGANIZATIONAL HEALTH TRUMPS EVERYTHING ELSE IN BUSINESS

The single greatest advantage any company can achieve is organizational health. Yet it is ignored by most leaders even though it is simple, free, and available to anyone who wants it.

-Patrick Lencioni



LENCIONI'S TRUST PYRAMID



Patrick Lencioni's
**"ADVANTAGE"
MODEL**



HUMAN CENTRIC WORKPLACE DEVELOPMENT

People don't give ideas, discretionary efforts, enthusiasm, followership, or their best work to people they don't trust.

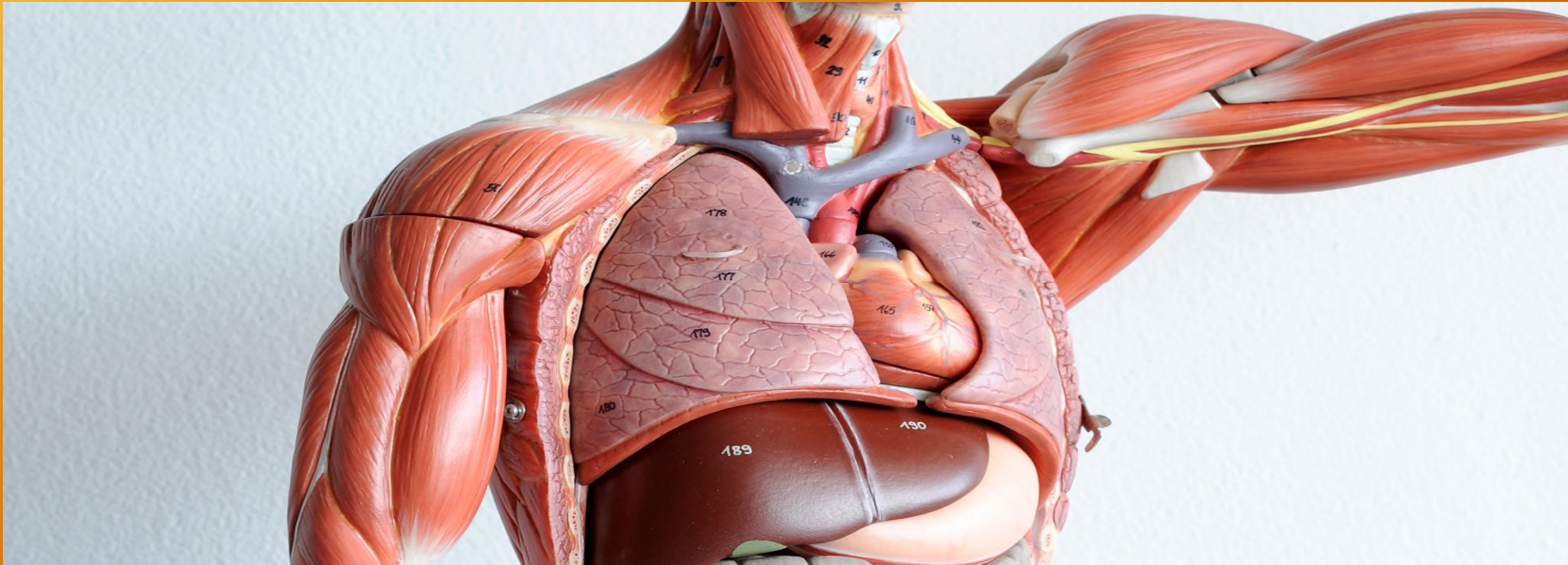


“It’s not personal, it’s business”



WHAT DO ALL EMPLOYEES, LEADERS, CUSTOMERS,
STAKEHOLDERS AND PARTNERS HAVE IN COMMON?

THEY ARE ALL HUMAN!



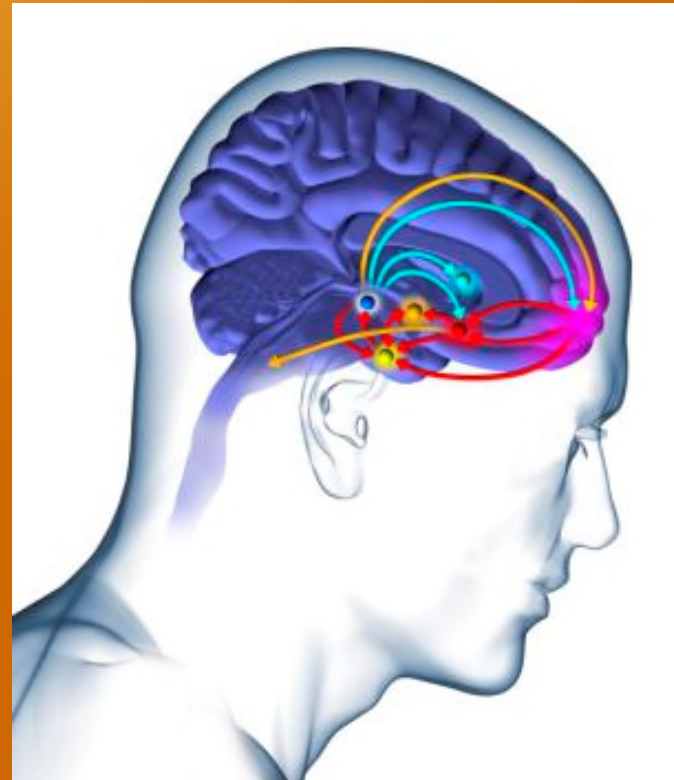


MAJOR INFLUENCES THROUGHOUT THE LIFESPAN

- **Psychodynamic (Unconscious dynamics that shape motive, guilt, conflict)**
- **Genetic**
- **Environmental**
- **Cultural**
- **Humanist (Free Will)**
- **Narrative**

DEVELOPMENT OF HUMAN BEHAVIOR

- Attachment
- Temperament
- Contact comfort
- Security and separation
- Sense of Identity
- Guilt, Morals, Conflict, Defenses
- Influence of Peers
- Commitment to beliefs





6 CULTURAL NECESSITIES OF GREAT ORGANIZATIONS



A training process that will develop a motivated and inspired workforce.



A critical thought process that creates accountable and empowered problem solvers.



A process for creating continuous incremental improvement in search of best practices.



The ingredients needed for high-performance teamwork.



The expectation for individuals to set and prioritize goals.

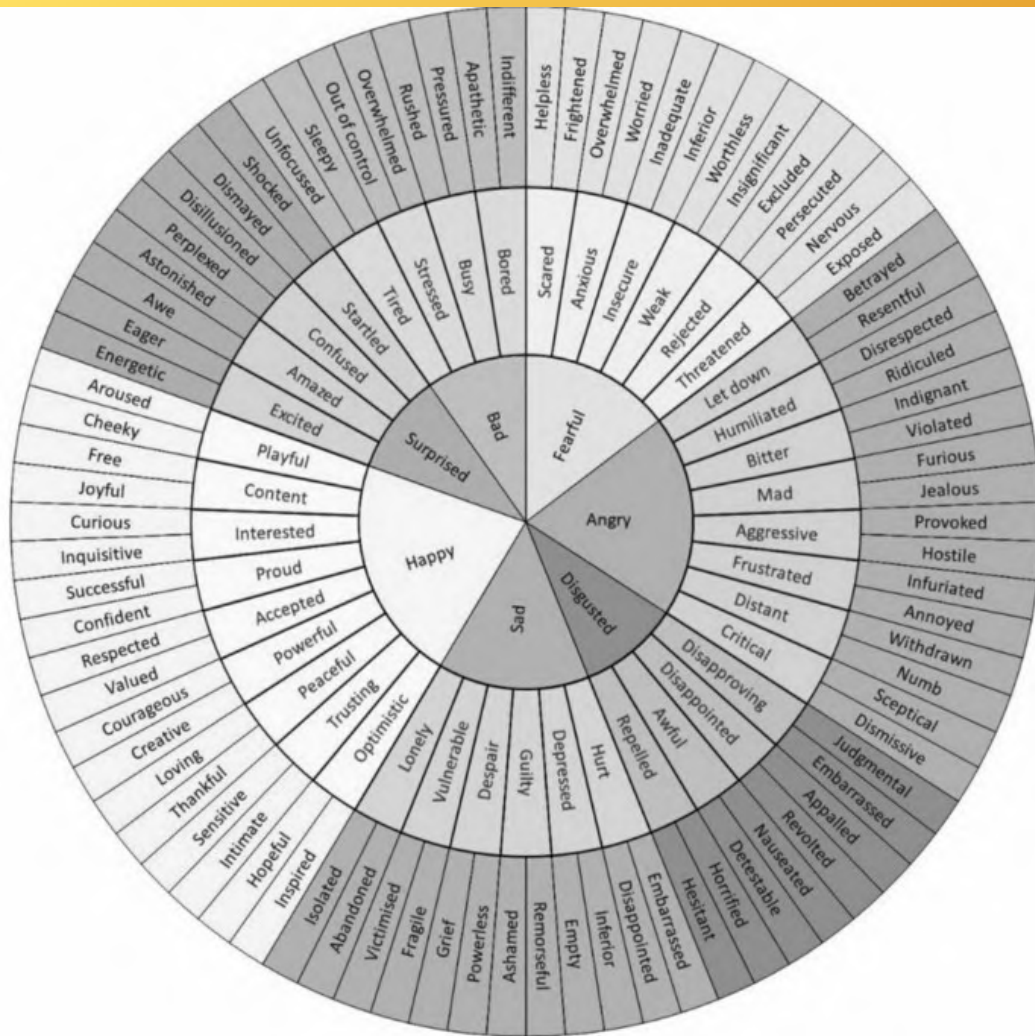


A checklist for crisis management.



SIX PRIMARY CLASSES OF EMOTIONS

- **Happiness**
- **Surprise**
- **Fear**
- **Sadness**
- **Disgust**
- **Anger**



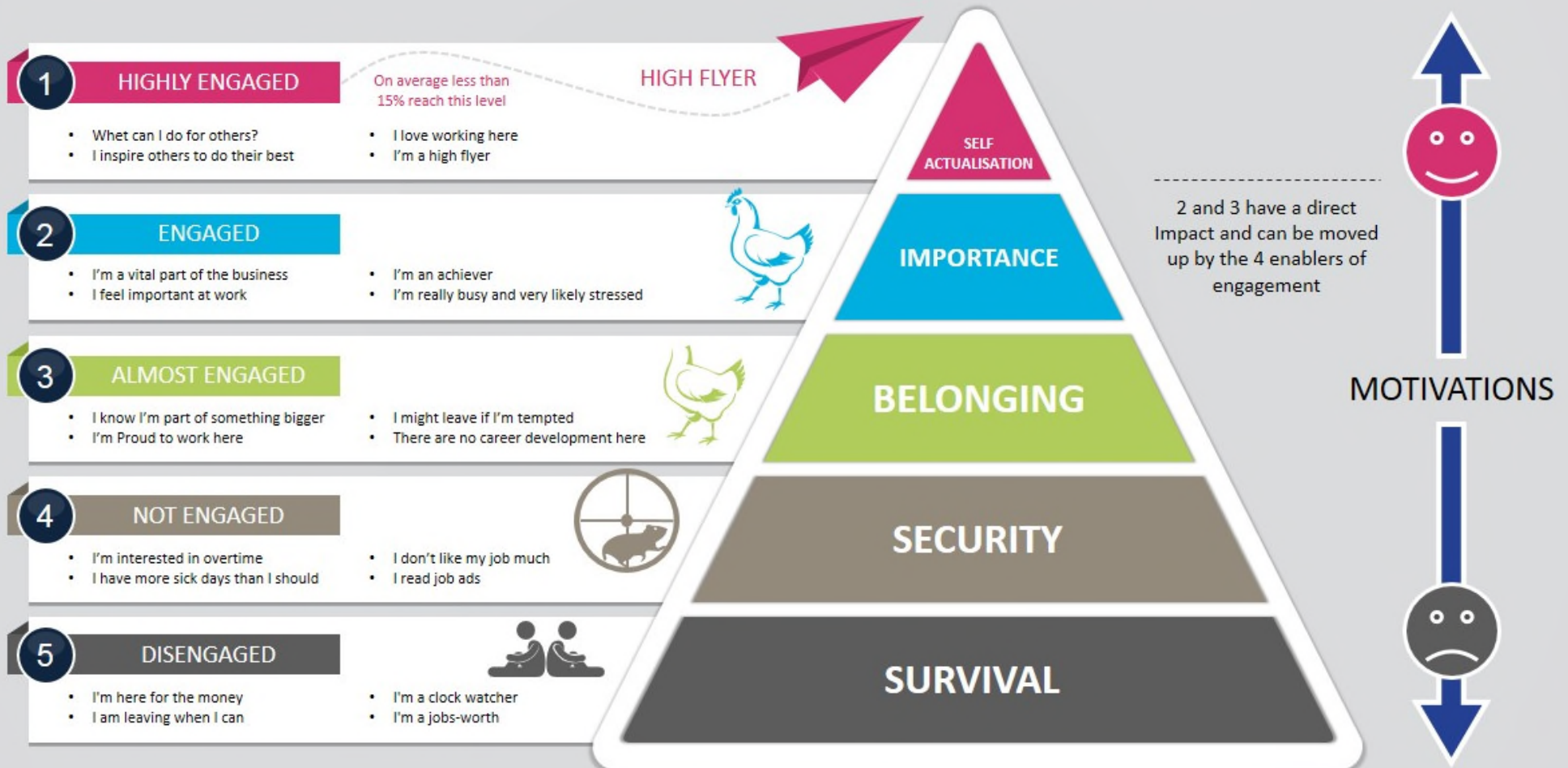
e·mo·tion

noun

plural noun: emotions

a natural instinctive state of mind deriving from one's circumstances, mood, or relationships with others.

MASLOW'S HIERARCHY OF EMPLOYEE ENGAGEMENT



EMPLOYEE FOCUS

- Hire, Retain and Develop TALENT
- Hire People who “Believe what you Believe”
- Recognition
- Feedback
- Include and empower
- Process Improvement Teams
- Staff Alignment with desired outcomes – Not “Who is next?”
- Engagement
- Performance Management



INFLUENCERS

- **Involve early**
- **Over communicate**
- **Answer all questions**
- **Include in the project team**
- **Include in the implementation**



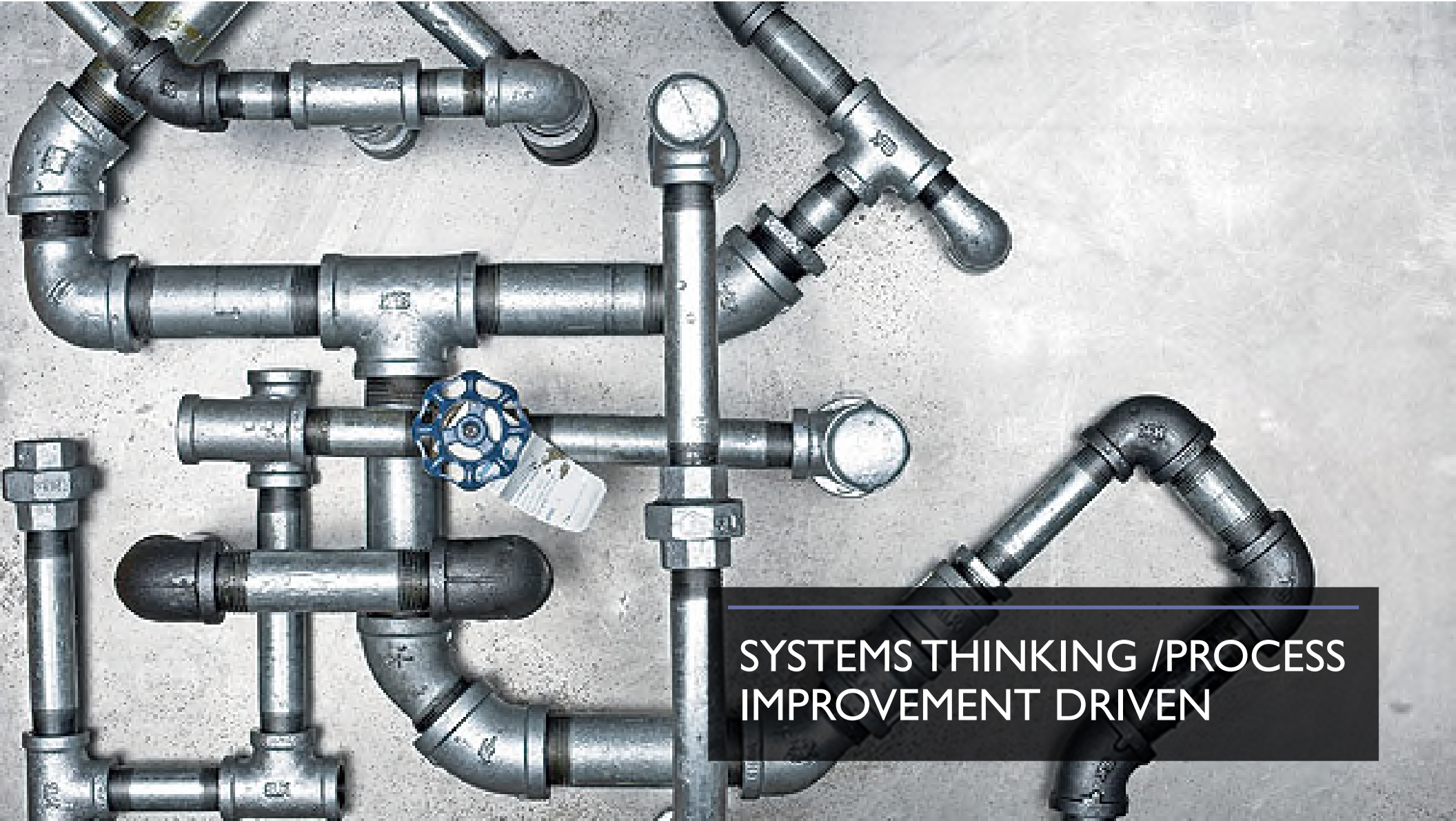
IMPORTANCE OF FEEDBACK

The most basic of all human needs is the need to be understood.

The best way to understand people is to listen to them.

KNOW YOUR PEOPLE – ONE ON ONES

- Scheduled
- Weekly, at least once per month
- 10-30-Minute Meeting
- With Each of Your Team Members
- The Manager Always Takes Notes



**SYSTEMS THINKING / PROCESS
IMPROVEMENT DRIVEN**

A CONTINUOUS IMPROVEMENT CULTURE

- A shared value system that promotes the belief that what is good enough today is not good enough for tomorrow.
- Attacks process and not people.
- Engages people at all levels of the organization.
- Encourages teaming, creativity, and problem solving.

FRUSTRATION POINTS EXERCISE



What are the frustration points for customers?



What are the frustration points for employees?



What are the frustration points in the processes? (Delay, Confusion, Slack)

CROSS FUNCTIONAL TEAMS HAVE AN EDGE:

- **Deep Expertise**
- **Diverse Personalities**
- **Multiple Perspectives**
- **Broad Experience**
- **Different Passions**



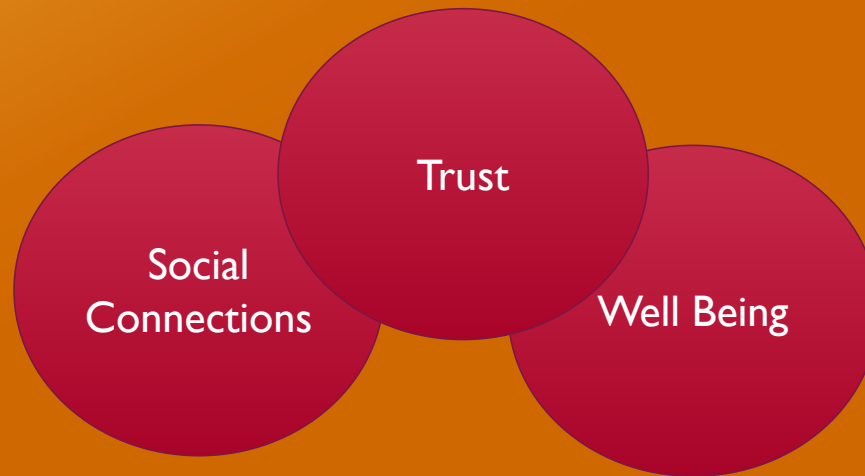
Human-Centric Workplace

- Listening to Employees to Build Trust
- Address concerns long-term
- A renewed focus on well-being



DEEP EMOTIONAL CONNECTIONS OCCUR WHEN:

- Share passions, dreams and aspirations: - Create opportunities
- Connect Deeply Through Peer Coaching: Candor and Caring
- Talking About Challenges With Others: Friends for Life



COMMUNITY IS A PLACE WHERE PEOPLE:

KNOW and are KNOWN

SERVE and are SERVED

LOVE and are LOVED

CELEBRATE and MOURN together



*Relationship is the foundation of accomplishment. The more depth and breadth to our relationships, the more we are able to accomplish... **TOGETHER.***



**WE ALL HAVE AROUND 80
SUMMERS**

LET'S STAY CONNECTED

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