

DRISCOLL LEARNING

Empowering Environments Where Learning Is Embraced

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Four Ways To Go From Manager To Leader

Those that manage a team may or may not be a leader. Being a manager doesn't automatically mean you are able to lead a team.

There is a distinct difference in the two. Managers are those that meet deadlines and get their job done in a timely way. While vital to any company, a manager can take their role a step further if they learn how to lead too.

Leaders have the ability to stretch their team and bring them to a new level. If you want to go from a manager to a leader, do the following:

1. A leader does whatever it takes

Leaders don't let anything stand in their way of completing the task set before them. They will jump in to help with anything, regardless of whether it is part of their job description.

For example, they will do the late evening filing, go on a lunch run for behalf of the team, and come in early to be sure the day starts off on the right track.

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Are You A Manager, A Leader, Or Both?

How To Avoid A Workplace Meltdown

Work, high-performance needs, and a demanding pace inevitably become overwhelming at the office. Occasionally, an employee may have a meltdown due to work stress or emotional baggage from their personal life. Either one can cause a volatile or unpleasant situation in the workplace when an employee responds poorly to the circumstances. Be prepared with some actionable steps to assist them.

Here are ways to offer support:

1. Don't ignore the meltdown happened

Emotional problems are difficult because they make us feel vulnerable and remind us of our own shortcomings. Don't pretend like nothing happened. People often ignore the incident in order to help their coworker save face. However, this is the worst thing you can do. You'll be seen as uncaring rather than one who took an interest during their time of need.

2. Show discretion

Pull the person aside and talk to them one on one. Select a place to have the conversation where you can talk behind closed doors. If they feel watched by others, they will be self-conscious and less able to share their feelings freely.

3. Stay present and pay attention

If your conversation takes longer than expected, force yourself to stay present and really listen.

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*Continued from page one – **Manager to Leader***

A true leader simply wants the job to get done and to preserve the team's time and strength if at all possible.

You can exhibit this quality and willingness to a team member by offering them a hand with projects. They will appreciate the fact that you are willing to help and you'll gain more of their respect too.



2. A leader truly listens

Leaders will get everyone involved that is in the room or a part of a meeting. They know that it is essential for buy-in and want to hear from others. The strength of the team is evident when they feel valued, considered and appreciated. Try and listen and you'll learn much about your team and what you need to do as a whole.

3. A leader stands the test of time

Leaders should be able to keep fit emotionally in the business world. In other words, they should be able to stand the test of time. This is key because it means that you can weather the ups and downs of business. Your team needs to see that versatility in you so that they have the confidence that is required to succeed and stretch their limits.

4. A leader knows to get outside what seems comfortable

When you lead a team or group, you need to get comfortable with things that re uncomfortable. Leaders will stand out from the rest of the group. They will be able to define the goals, set a plan, and give the vision to others. While uncomfortable, it is essential if you want to lead.

Being a manager is great, but if you couple that skill with leadership, then you really have something. Your team will appreciate your efforts and you'll see that it's worth it to get out of your comfort zone and both manage and lead. ♦

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC. Copyright protected. All rights reserved.

*Continued from page one – **Workplace Meltdown***

Regardless of the push notifications, text messages, and emails that you here dinging or buzzing, keep focused and let them wait until later. In fact, it would be a good idea to turn off any possible distractions before you start.



4. Let them speak freely

Everyone is different. Some people want to speak freely and others need time to think through the meltdown situation. Don't push them to talk; rather, be respectful and give them the freedom to take their time to share when ready.

5. Avoid fixing them and ask questions

No one likes to be "fixed." Providing solutions and ideas that they aren't equipped to handle won't be helpful. The person will feel ignored rather than helped. Listen intently so that you don't appear judgmental but to have a true listening ear.

6. Think ahead and be open-minded

Your response makes a difference to diffuse the situation and to enable them to relax going forward. They won't want to be seen as extremely emotional and unable to handle their job. Be considerate and assure them that you haven't written them off.

After you've listened, ask how you can help. Be sure to follow through on the support that they request. Help them come up with a plan for what to do next. ♦

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The 10-Minute E-Mail Rule

If it takes longer than 10 minutes to compose your e-mail message, it is probably too long. Try to condense it and still get your message across. If you can't, you're wasting your time with the e-mail communication. Try calling, having a meeting, or writing a memo. You will save yourself and everyone else valuable time. ♦

Recruiting Top Talent – Show Them You Have What They Want!

What are the best practices to recruit top talent for your company? How does an employer show talented job seekers that they *have* what they *want*?

Bottom line, you have to stand out as a company. The most talented interviewees will be sought after and your window is small to get THE right person to join your team.

As you interview, be sure to include information about the following:

Long Term Potential: The most top notch job seekers want long term potential. They may not stick with your company for years and years but they want to know that it's an option.

Help them to see that you are willing to invest in them and keep them on for a career over the course of time.

Growth Opportunity: With the goal to have long term potential, top talent wants to know that they will have growth opportunities. Further, they want training and continued chances to learn.

Be sure to inform them on the growth potential that you can offer. They will be all ears!

Boss Availability: Top Talent wants to know who they will be working for. In other words, will they have access to their boss for questions? Are they going to go it alone and have to flounder?

Exceptional candidates won't entertain that type of situation for long. They know their worth and want to have the chance to get answers as they need them.

Help Their Resume: The best and most talented job seekers want to know if the job you are offering will boost their resume. They will not take a job that is not going to further benefit their career.

Besides a job, what can you offer them? Will the position you offer help them to increase the appeal of their resume? Be sure that it does!

Top talent job seekers won't be around long. You have to give them what they want and "close the deal" quickly. Don't beat around the bush.

Explain what you need from them and tell them how your company can help them further their career. ♦

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One Minute Ideas

National Day Calendar August Observances

There are over 1,500 National Days, National Weeks and National Months, some of which are very unusual and unique. Here are some key National Days for August 2018 with links to additional information regarding origins.

- August 1
[Respect for Parents Day](#)
- August 4
[National Coast Guard Day](#)
- August 7
[Purple Heart Day](#)
- August 10
[National Son's and Daughter's Day](#)
- August 14
[National V-J Day](#)
- August 16
[National Tell a Joke Day](#)
- August 21
[National Senior Citizens Day](#)
- August 26
[National Women's Equality Day](#)
- August 30
[National Grief Awareness Day](#)

Source: National Day Calendar.com



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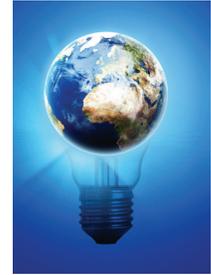
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Selling New Ideas

Do you sometimes feel that you have lots of good ideas that will benefit your customers but you have a hard time getting new ideas and approaches accepted? Changing a customer's mind and getting them to accept new ideas can be a great challenge. Try these approaches to get their attention:

- Provide solutions to your customer's toughest problems and then tailor your new ideas to the customer's special needs. By solving their toughest problems, they'll be more open to your new ideas.
- Appeal to the customer's personal needs. Tailor your ideas to their personality.
- Provide specific information, it is far more convincing than general information. Examples and case histories generally have more impact than statistical data.
- Make sure you present your new ideas in a friendly, down-to-earth way. Do not talk down to your customers. By using phrases such as "You probably don't realize" or "You probably haven't thought of" you will put your customers on the defensive.
- Reinforce a new idea with hard facts and figures that relate to the potential benefits to be derived if the idea is converted into action. ♦



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"Develop success from failures. Discouragement and failure are two of the surest stepping stones to success."
~ Dale Carnegie



DRISCOLL LEARNING – Seminar Schedule

For more information, visit our web site at www.driscolllearning.com

Session Title	Time	Date(s)
The Sales Connection Breakfast	7:30AM – 9:00AM	Friday, August 3 rd Go to www.thesalesconnection.org or www.dublinchamber.org for details & registration
Business Briefing: What is Talent? Talent Selection & Job Benchmarking	1:00PM – 3:00PM	Friday, August 24 th
Complimentary LinkedIn Training	9:00AM – 10:30AM	Tuesday, August 28 th Go to www.thesalesconnection.org for details & registration
DISC & Driving Forces Certification Process	1:00PM – 1:45PM	Friday, August 31 st Go To Meeting (email Bryan for details)

Unless otherwise specified sessions held at: Dublin Entrepreneurial Center 565 Metro Place South, Suite 300, Dublin, OH 43017



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