

IS THERE A
DIFFERENCE
BETWEEN A GREAT **MANAGER**
AND A GREAT **LEADER?**



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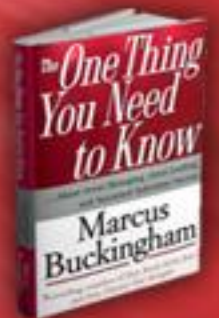
Moderator: Rick Weaver, Chief Inspiration Officer
Lifeteacher.com, New York, NY

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**We live in a world of
excess access.**

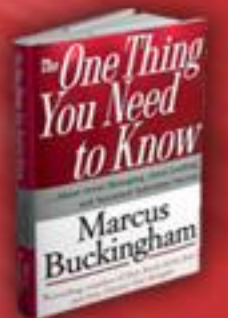


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**We have more information available
to us than we will ever know
what to do with.**

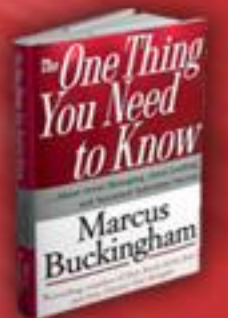


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how much you can retain...

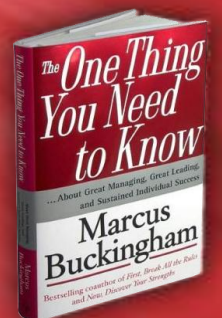


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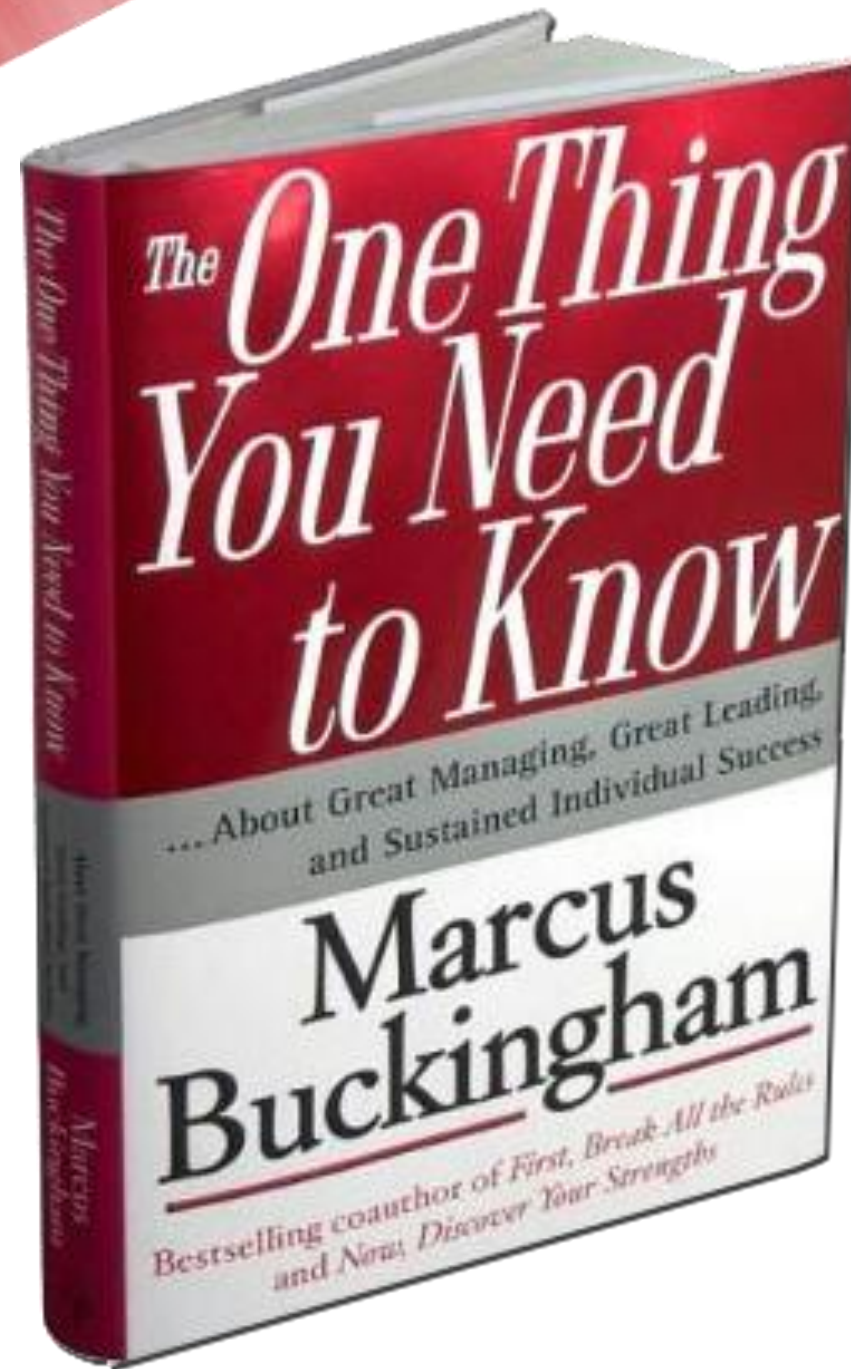


**the very few things you
must never forget.**



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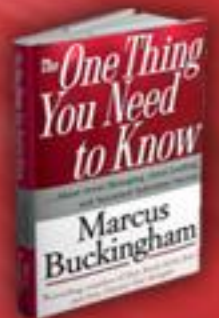
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**Excellence can be distilled into
one controlling insight, one
"thing" you need to know about...**

**Great Managers, Great Leaders and
Sustained Individual Success**



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The One Thing You Need To Know... about

Great Managers

Discover what is unique about each person and capitalize on it.

The primary role of a great manager is to turn a persons talents into performance.

Great Leaders

Discover what is universal and capitalize on it.

The primary role of a great leader is rally people to a better future (using the future as a place to start).



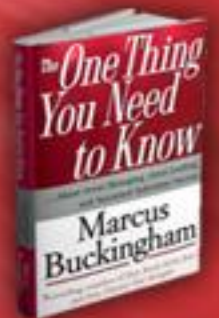
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Great Managers

When managing, to get the best performance from your people, consider these first steps:

1. Select people effectively



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Great Managers

When managing, to get the best performance from your people, consider these first steps:

2. Set expectations by clearly defining the outcomes you want



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Great Managers

When managing, to get the best performance from your people, consider these first steps:

3. Learn how to steer them toward roles that truly fit them, rather than simply promoting them up the corporate ladder.



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Great Managers

When managing, to get the best performance from your people, consider these first steps:

4. Motivate people by focusing on their strengths and managing around their weaknesses



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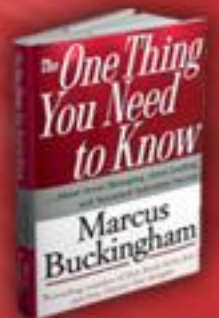
Great Managers



*Take for instance, this
~~example.~~
Your child comes home with the
following grades:*

*English = A Social Studies = A
Biology = C Algebra = F*

**Which grade deserves the most
attention from you?**



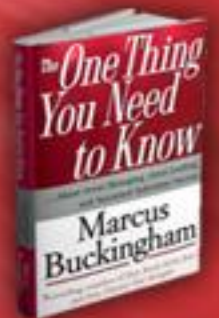
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Great Managers

1. Select people effectively
2. Set clear expectations
3. Steer them toward roles that truly fit them
4. Focus on their strengths



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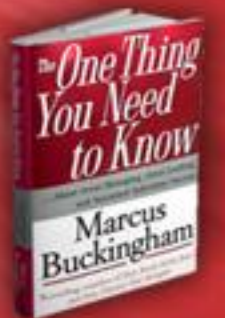
1. Selecting people effectively
2. Setting clear expectations
3. Steering them toward roles that truly fit them
4. Focusing on their strengths

What are the biggest challenges in doing these 4 things effectively?

2 Minute Brainstorming Session



TABLE TALK



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Take a stab at this one...

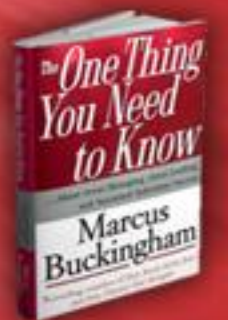
Question

What are 3 things great managers need to know
about a person in order to manage
them effectively?

3 Minute Brainstorming Session



TABLE TALK



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Great Managers

Answer

1. Strengths & Weaknesses
2. Triggers
3. Learning Style



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Great Managers

1. Strengths & Weaknesses

The mediocre manager believes that most things are learnable, thereby believing the essence of management is to identify a person's weaker areas and eradicate them.



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Great Managers

1. Strengths & Weaknesses

The great manager believes the opposite. They believe the most influential qualities of person are innate, thereby believing the essence of management is to deploy these qualities as effectively as possible to drive performance.



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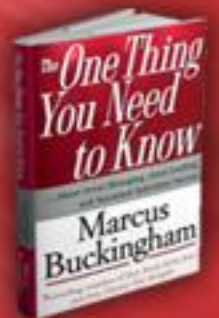
2. Triggers



Super Bowl XXV (1991)

QB's: Phil Simms / Jeff Hostetler

“I figured out how to trip each one's trigger. Phil Simms is a talented quarterback but he needs to be challenged. Jeff's very different. If you raise your voice with him, even one tone, he'll close you out. What works with him is a quiet word in his ear.”



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Great Managers

2. Triggers

Great managers, are always on the lookout for each person's triggers. They know that a person's strengths, will require precise triggering to keep them switched on.



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Great Managers

2. Triggers

Sometimes you will trigger an employee's strengths simply through the way you present a challenge.



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Great Managers

2. Triggers

Of all of the different types of triggers, by far the most powerful is the **recognition trigger**.



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Great Managers

A 3. Learning Style

The 3rd thing great managers need to know about a person is their particular style of learning.



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Great Managers

A 3. Learning Style

3 Predominate Adult Learning Styles

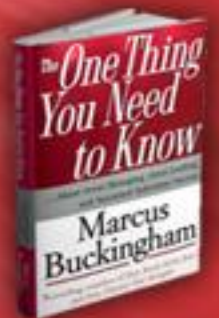
Those who learn by...

1. Analyzing

2. Doing

3.

Watching



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Great Managers

A 3. Learning Style

Analyzing

Taking it apart, examining its elements, and
reconstructing it piece by piece



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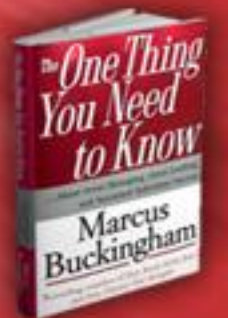


Great Managers

A 3. Learning Style

Doing

Jumping in feet first and learning during the effort. Trial and error is part of the learning



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Great Managers

A 3. Learning Style

Watching

Learning by being given the chance to see
the total performance or see the results
before taking action



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Great Managers

3. Learning Style

Which One Are You?
The Analyzer The Doer The

Watcher

Taking it apart,
examining its
elements, and
reconstructing it piece
by piece

Jumping in feet first
and learning during
the effort. Trial and
error is part of the
learning

Learning by being given
the chance to see the
total performance or see
the results
before taking action



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Great Managers

Strengths and weaknesses, triggers, and unique style of learning are the 3 things great managers must know about a person in order to manage them effectively.



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Great Managers

**But how do you identify the
three in a person?**

Ask Them!



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Great Managers

For Strengths

“What was the best day you had at work in the last three months?”

- What were you doing?
- Why did you enjoy it so much?



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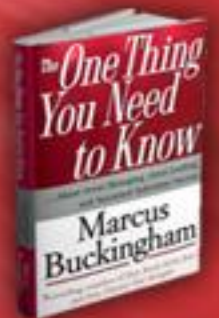


Great Managers

For Weaknesses

“What was your worst day at work in the last three months?”

- What were you doing?
- Why did it grate on you so much?



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For Triggers

**“What was the best relationship with a manager
you ever had?”**

What made it work so well?



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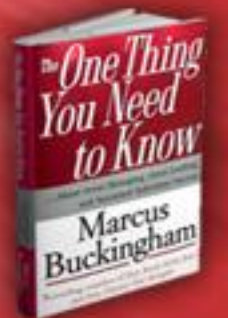


Great Managers

For Triggers

**Q “What was the best praise or
recognition you’ve ever received?”**

What made it so good?



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Great Managers

For Learning Styles

**Q “When in your career do you think
you were learning the most?”**

Why did you learn so much?



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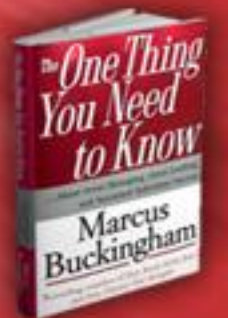
Wrap Up



Great Managers

Ask those five questions...
Listen closely...
Act on the information ...

...and you will discover the power of capitalizing on
what is unique about each of your people.



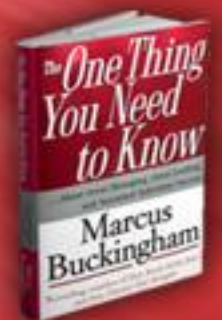
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The One Thing You Need To Know... about



**Discover what is universal
and capitalize on it.**



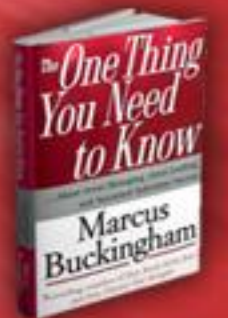
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Great Leaders

Great leaders are not about increasing **performance**,
they are about increasing **enthusiasm**,
spiritedness.



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Great Leaders

The job of a great leader is to rally people to a better future, and as such, they are not intermediaries.

They are **instigators**.



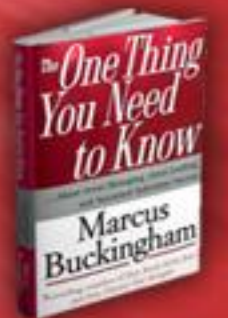
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Great Leaders

Driven by their compulsion for a better future, their challenge is to do everything in their power to get other people to join together to make this future come true.



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Great Leaders

They will perform this role well only when they find a way to engage people, regardless of each person's uniqueness, to become excited by and confident in this better future.

Great Leaders Win Loyalty



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Great Leaders

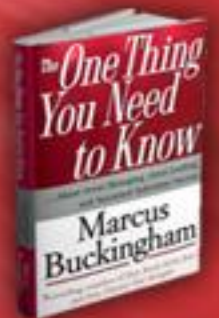
Since it's important for great leaders to tap into those things we all share (universal), the obvious question becomes...

“What, exactly, do we all share?”

3 Minute Brainstorming Session



TABLE TALK



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Great Leaders

What, exactly, do we all share?"

5 Fears, 5 Needs, 1 Focus



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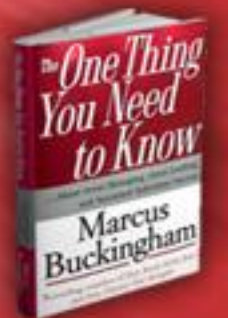


Great Leaders

5 Fears, 5 Needs, 1 Focus

What are the five fears?

1. Fear of Death
2. Fear of the Outsider
3. Fear of the Future
4. Fear of Chaos
5. Fear of Insignificance



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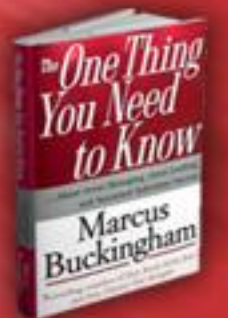


Great Leaders

5 Fears, 5 Needs, 1 Focus

What are the five needs?

- | | |
|---------------------------|--------------|
| 1. Fear of Death | 1. Security |
| 2. Fear of the Outsider | 2. Community |
| 3. Fear of the Future | 3. Clarity |
| 4. Fear of Chaos | 4. Authority |
| 5. Fear of Insignificance | 5. Respect |



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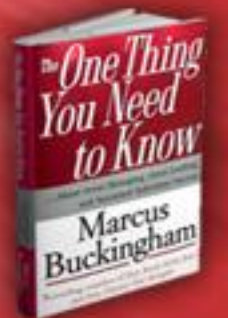


Great Leaders



5 Fears, 5 Needs, 1 Focus

Understanding the interplay of these fears and needs is crucial. Although each is relevant to your efforts at leading, **one** of them demands your greatest focus.



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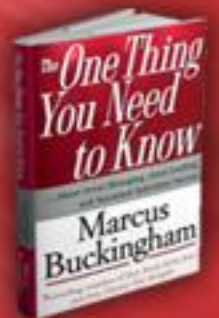


5 Fears, 5 Needs, 1 Focus

If you can grapple with the third universal...

the fear of the future and somehow neutralize it...

even turn it into something positive, you will have pulled off something truly significant as a leader.



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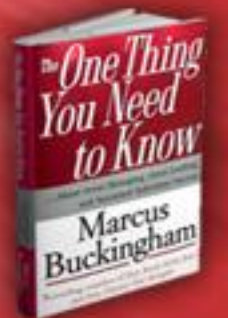


Great Leaders

Q 5 Fears, 5 Needs, 1 Focus

How do you turn fear into confidence?

Clarity! Define the future in such vivid terms,
through your actions, words, images, sounds &
pictures that
we can see where you are going.



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Great Leaders

Q 5 Fears, 5 Needs, 1 Focus

Clarity is the antidote to anxiety, and therefore clarity is the preoccupation of every truly great leader.



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Great Leaders

Q 5 Fears, 5 Needs, 1 Focus

Clarity on such things as:

1. Who do we serve?
2. What is our core strength?
3. What is our core score?
4. What actions can we take today?



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Great Leaders

THE DISCIPLINES OF LEADERSHIP

Take Time To Reflect
Select Your Heroes Carefully
Practice



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IS THERE A **DIFFERENCE** BETWEEN A GREAT **MANAGER** AND A GREAT **LEADER?**



Great Leaders

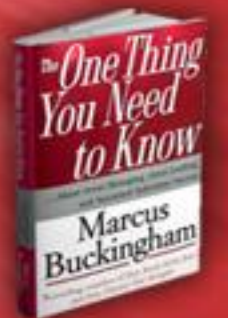
Take Time To Reflect

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THE DISCIPLINES OF LEADERSHIP

The best leaders always take time to reflect, muse, ruminate. Carve time out to “turn off” and just “listen.” Be still. Dedicate time to think about excellence, to think about success. Remind themselves of what they already know. Like most social scientists, they know success is not the opposite of failure, it’s just different.



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Not role models, but who you admire. Whose performance do you choose to celebrate? If you want to predict the future behavior of any community of people - a team, a tribe, a company, even a country - look to it's heroes. Look to the people and the events it chooses to revere.



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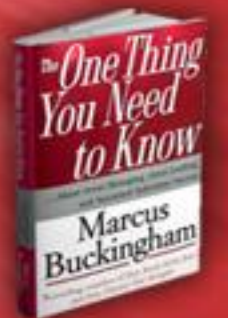
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THE DISCIPLINES OF LEADERSHIP

The final discipline employed by great leaders is this: they practice. They discipline themselves to practice the words, the images, and the stories they will use to help us perceive the future more clearly. Effective leaders don't have to be passionate, charming, brilliant, or even great speakers. What they must be - is clear.



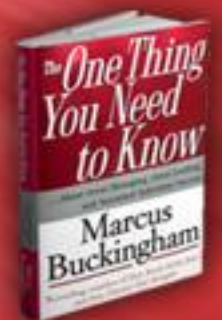
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The One Thing You Need To Know... about



**Discover what is universal
and capitalize on it.**



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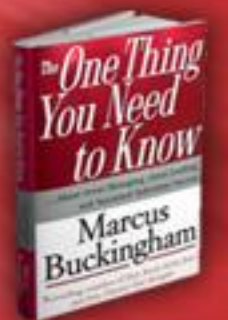
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Sustained Individual Success

GALLUP[®] POLL

The Twenty Percenters According to Gallup research only twenty percent of people report that they are in a role where they have a chance to do what they do best every day, and that the rest of the working world feels like their strengths are not being called upon every day.



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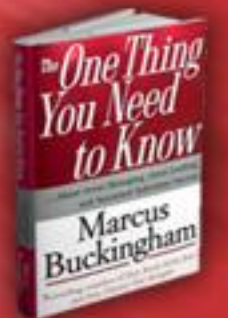
The One Thing You Need To Know... about



Sustained Individual Success

**Discover what you don't like
doing and stop doing it.**

The secret to sustained individual success lies in knowing which activities **play to your strengths** and which do not and in having the self-discipline and willingness to walk through the fear to reject the latter.



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The *One Thing You Need To Know*

Great

Managing

Discover what is
unique about
each person
and capitalize
on it.

Great

Leading

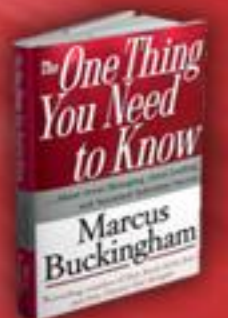
Discover what is
universal and
capitalize on it.

Sustained

Individual

Success

Discover what
you don't like
doing and stop
doing it.

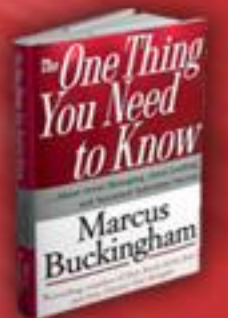


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Are YOU a Great Manager?

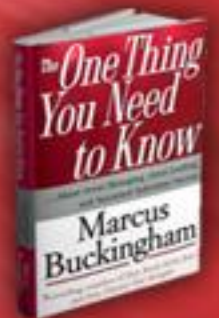


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Are YOU a Great Leader?

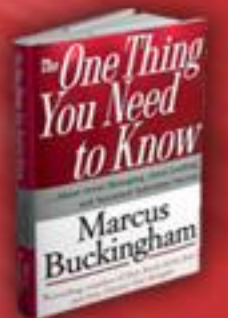


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**Are YOU Willing To Stop
Doing What You
Don't Like Doing?**



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Thank You!



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