THE "M" FACTOR

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Management is a series of interruptions...followed by a series of interruptions
LEADERSHIP

= INFLUENCE

= TRUST
The importance of humor
The Seven Ways to Motivate
Negative Influences

- Intimidation
- Coercion
- Manipulation
Comparing the Negative

**BENEFITS**
- Short-term result
- "Cleaning House" approach
- Used on weak/insecure people

**CONSEQUENCES**
- Decreased morale
- Increases turnover
- Loss of respect
- Creates resentment
- Distrust
- Lots of suspicion
THE NEUTRAL INFLUENCE

Compromise
The Positive Influences

- Persuasion
- Education
- Inspiration
Motivate While You Delegate

1. Remember the niceties
2. Be reasonable
3. Provide background
4. Offer a choice
5. Allow breathing room
6. Stay involved
AVOID THIS WORD....
Saying “No” to and employee’s idea

- First, recognize the thinking behind the idea.
- Second, explain why you disagree.
- Third, thank the person for sparking your thinking
The Bamboo Rule
Four Communication Styles

1. **Controller.** Very goal-oriented; motivation is to simply get things done. Attitude of “adjust as we go.” Broad brush, few details. Can come across as bossy or insensitive.
   
   **Tips:**
   - be efficient
   - get to the point
   - ID goals/objectives
   - describe results not methods
Four Communication Styles

2. **Promoter.** Loves, Loves, LOVES to talk. Life of the party; enthusiastic, curious and very expressive.

   Tips:  - Talk about families first
          - Social Niceties
          - Lots of Examples
          - Try and let them “experience” your vision.
Four Communication Styles

3. **Supporter.** Superb listeners. Very cool, calm, collected, patient and well-balanced. In conflict, they mediate. Tend to have lots of friends; go out of their way to avoid offending anyone.

   **Tips:**
   - Earn their trust a little at a time.
   - Don’t come on too strong
   - Talk in terms of security/assurance
Four Communication Styles

4. **Analyzer.** Likes facts, figures, charts/graphs. Will hesitate to make a decision is they don’t have enough information. First impression… pessimistic.

   **Tips:**
   - Be very prepared
   - Use facts/figures for win-win situation
   - Lots of visuals
   - Go slow; allow info to sink in
Motivating Yourself

- Tackling Projects
- Breathe
- Time Outs
- Eat, Drink and Be Mary
## Work Environment Survey

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<th>Involvement</th>
<th>Peer Cohesion</th>
<th>Support</th>
<th>Autonomy</th>
<th>Task Orientation</th>
<th>Work Pressure</th>
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Work Environment Scale

- Involvement
- Peer Cohesion
- Supervisory Support

Relationship Dimension
Work Environment Scale Continued…

- Autonomy
- Task Orientation
- Work Pressure

Personal Growth Dimension
Work Environment Scale Continued

- Clarity
- Control
- Innovation
- Physical Comfort

System Maintenance & Change Dimension
It’s worth a quote...

- Nothing average or expected ever stood as a monument to Achievement.  - A. Lou Vickery

- Don’t bunt. Aim out of the ballpark.  
  -David Ogilvy

* Never lose the chance to say a kind word.  
  -William Thackeray

- It’s nice to be the best, but not when the best brings out the worst in you.  
  - Rodney Dangerfield
Quotes continued...

- If you keep your face to the sunshine, you never see your shadow. - Helen Keller

- I'm so optimistic I'd go after Moby Dick in a row boat and take the tartar sauce with me. - Zig Ziglar

- Tell me and I forget; show me and I remember; involve me and I understand. - Anonymous

- The function of leadership is to produce more leaders, not more followers. - Ralph Nader
References:

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- Oriental Trading Company, Omaha, NE
- Trainer's Warehouse. Office Images Inc (2012), Natick, MA 01760
- Work Environment Scale Profile, MindGarden Inc. (2005-2012), Menlo Park, CA 94025