

If You Care, So Will Everyone Around You

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A team is always a direct reflection of their leader. The energy of the leader turns into the energy of the team. The priorities and values of the leader should be shared by the team. In those cases where the leader and the team members don't share the same values and priorities, something must change. Either the leader will replace the team members, or the members will replace the team leader.

Show me the leader and I will know his men. Show me the men and I will know their leader. – Arthur Newcomb

Knowing how teams reflect their leader, we are always surprised to encounter a leader who states that his team does not share his values. Frankly, it's not possible for a high functioning team to NOT share the values of the leader. When we encounter these situations, we invariably find one of two things about the leader and the team:

1. The self-proclaimed or titled leader is not really leading the team at all. While he believes he is the leader, the team is actually taking their direction from someone else.

OR

2. The team is indeed following the leader. But they are following his actions, not his words.

So many "leaders" have learned the right words or catch-phrases to parrot to their team. The message that "the customer is number 1" is trumpeted loudly, although slightly out of tune. Or they espouse "Our people are our top priority," while cutting training dollars and hours, forcing unpaid overtime, and raising production quotas, giving no thought to the impact on the employees or the customers.

Actions speak louder than words and team members look past the words of the leader and take their queues from his actions. While the leader espouses the platitudes learned from the latest management conference they attended, the team members see the actions of their leader and KNOW the actions reflect where the leader's heart really lies.

We have always found that team members are much more observant than they

are given credit for. They can readily detect the incongruence between the words and the actions of the boss and they follow the lead set by those actions. It doesn't matter if the issue is customer service, how you treat your employees, or how punctual you are for work and meetings. Where you lead, they will follow.

If your goal is for your team to treat your customers like gold, then you need to demonstrate, in both word and actions, that the customers ARE gold. If you believe your employees are the key to your success (and we certainly hope you do), then you need to treat them with the respect they deserve.

When you really begin to care about your customers, your employees, and your results, as shown by your actions as well as your words, you will see that all of your team members care about those things as well.

An engaged and energized workforce leads to higher productivity, reduced costs, improved customer service, and increased profitability. Employee engagement happens when your Corporate Culture, Leadership Style, and Employee Expectations are in synch.

The Fusion Program from ECI Learning Systems is designed to align these 3 concepts in your organization – engaging your employees and creating positive energy that will propel your company to new heights.

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