

October 12, 2018

**The Formula for Irresistible Leadership**  
Florida Collectors Association

Dick Daniels, VP Consulting Services  
Right Management Florida/Caribbean



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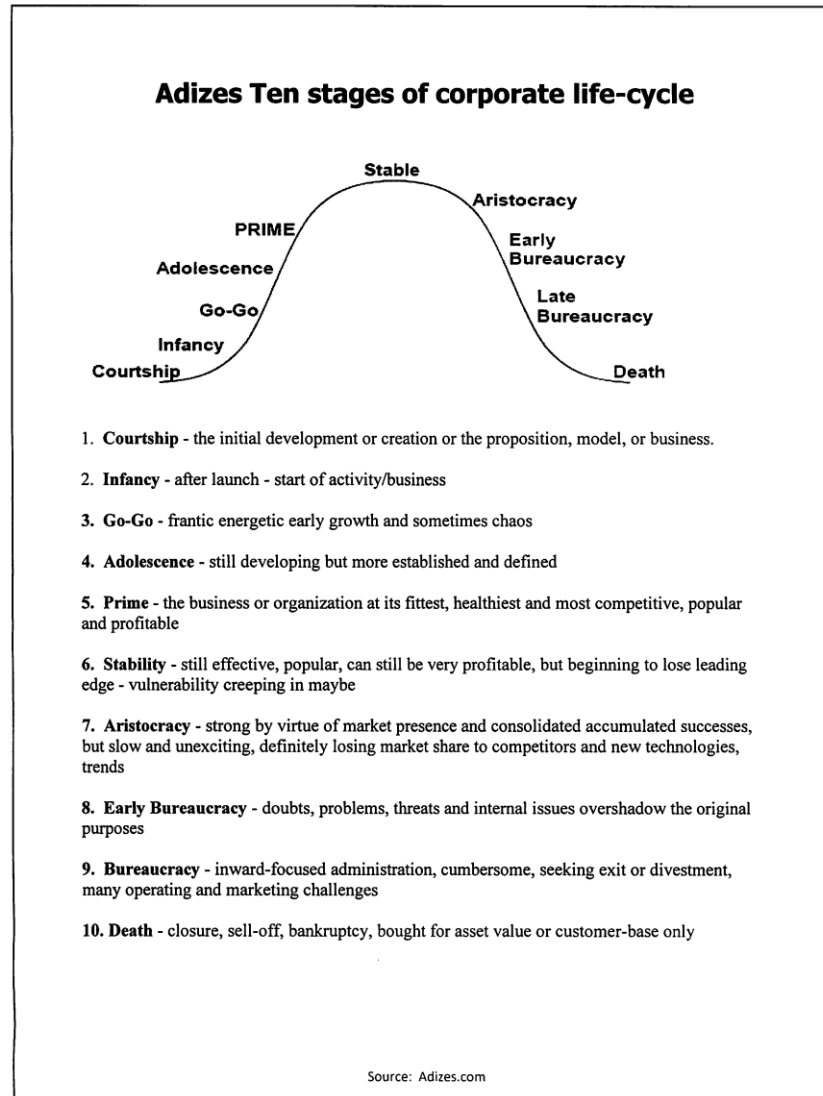
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# The Formula: Simple But Not Simplistic



# The Organizational Context of Leadership



# The Culture – Climate Gap

## The Culture

The organizational  
Ideal

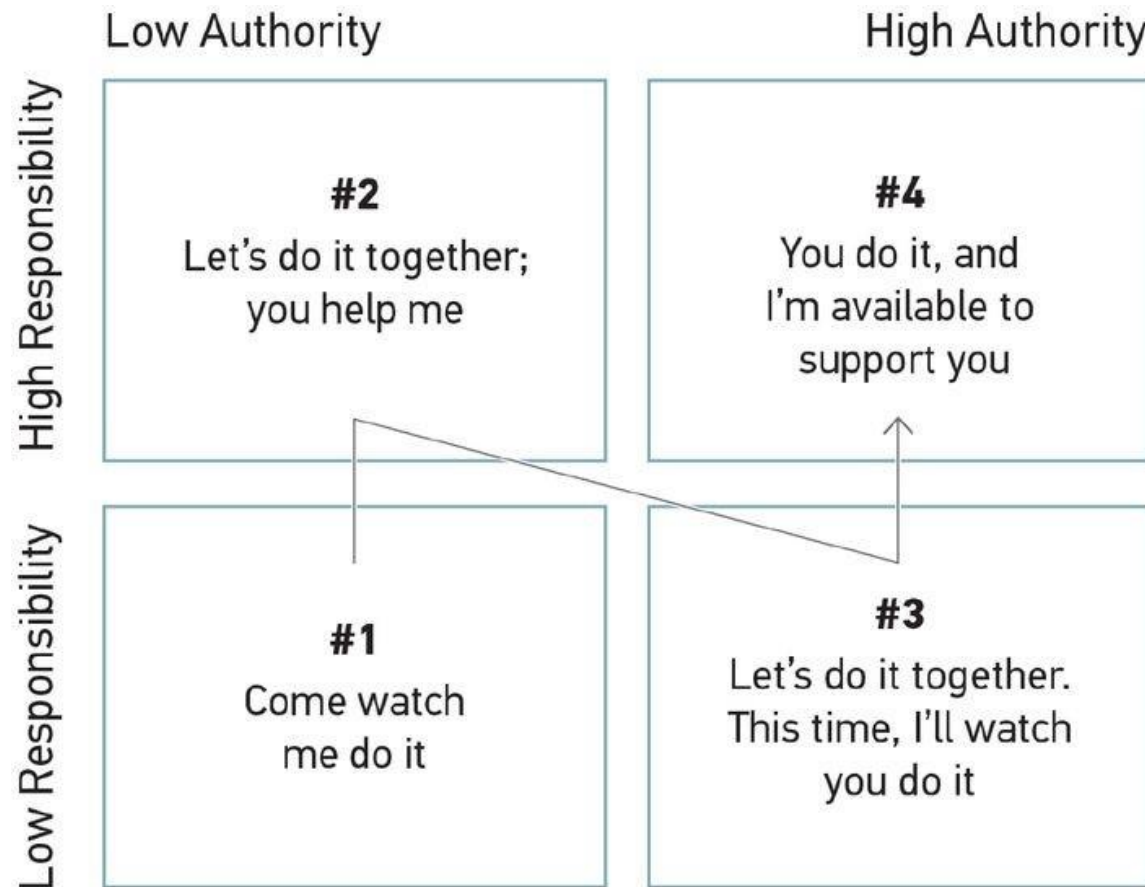
## The Climate

The  
Organizational  
reality

## The Gap

An indicator of  
organizational  
health

# Delegation: Pathway to Strategic Leadership



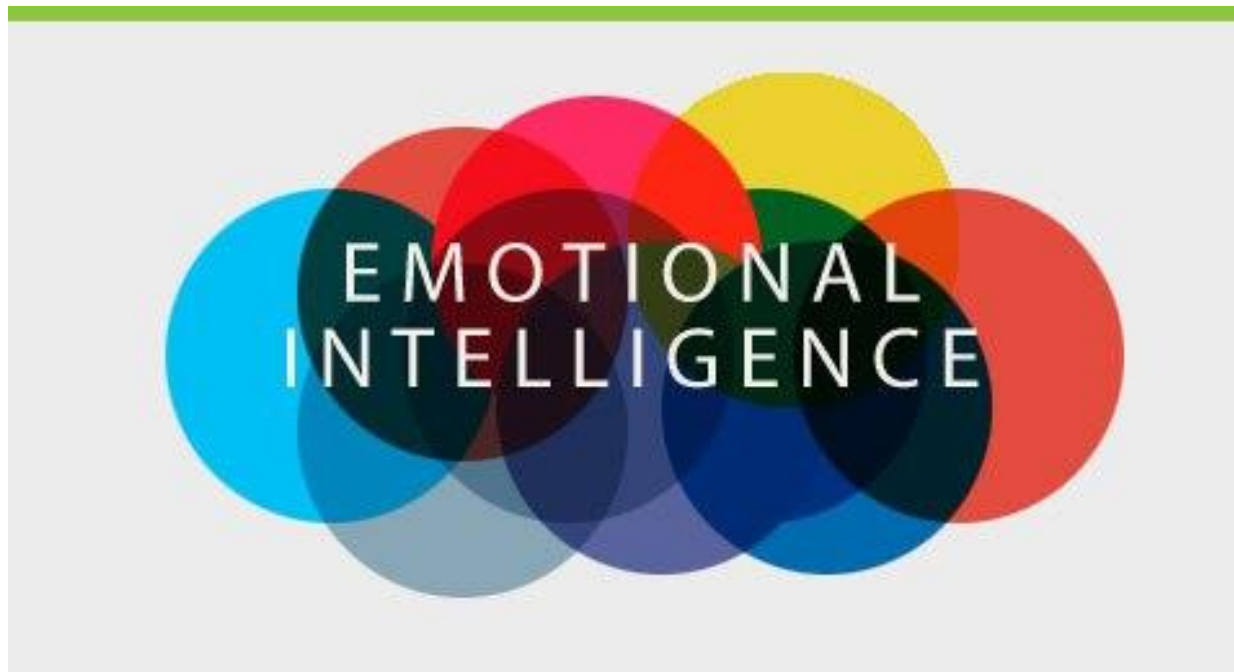
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# Operational to Strategic Leadership



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# The Leadership Core





# Character Shows Up In the Littlest of Things

**The ABC's of Good Character**

**A** **AVAILABILITY**  
We are always there to help each other.

**B** **BRAVE**  
We face challenges head on.

**C** **CONTENT**  
We are happy with what we have.

**D** **DEPENDABLE**  
We do what we say we're going to do.

**E** **EMPATHETIC**  
We feel each other's joys and sorrows.

**F** **FORGIVING**  
We don't hold a grudge.

**G** **GENEROUS**  
We give cheerfully.

**H** **HUMBLE**  
We don't brag about our victories.

**I** **INDUSTRIOUS**  
We figure things out when we need to.

**J** **JOYFUL**  
We find the joy in life and in each other.

**K** **KINDHEARTED**  
We lovingly care for each other's needs.

**L** **LOYAL**  
We are here for each other in good times and bad.

**M** **MANNERLY**  
We behave in a way that is thoughtful of others.

**N** **NEIGHBORLY**  
We love others with a smile and greeting.

**O** **OBEDIENT**  
We obey our parents.

**P** **PATIENT**  
We show patience to each other.

**Q** **QUESTIONING**  
We approach life with interest.

**R** **RESPONSIBLE**  
We do everything to the best of our ability.

**S** **SELF-CONTROLLED**  
We control our words and actions.

**T** **THANKFUL**  
We are grateful for what we have.

**U** **UNWAVERING**  
When we set our mind to something, we see it through.

**V** **VIRTUOUS**  
We aim to be pure.

**W** **WISE**  
We make smart choices.

**X** **XCITED**  
We are excited about every new day of life.

**Y** **YIELDING**  
We give up our personal rights with a desire to serve others.

**Z** **ZEALOUS**  
We approach life with energy and zest.

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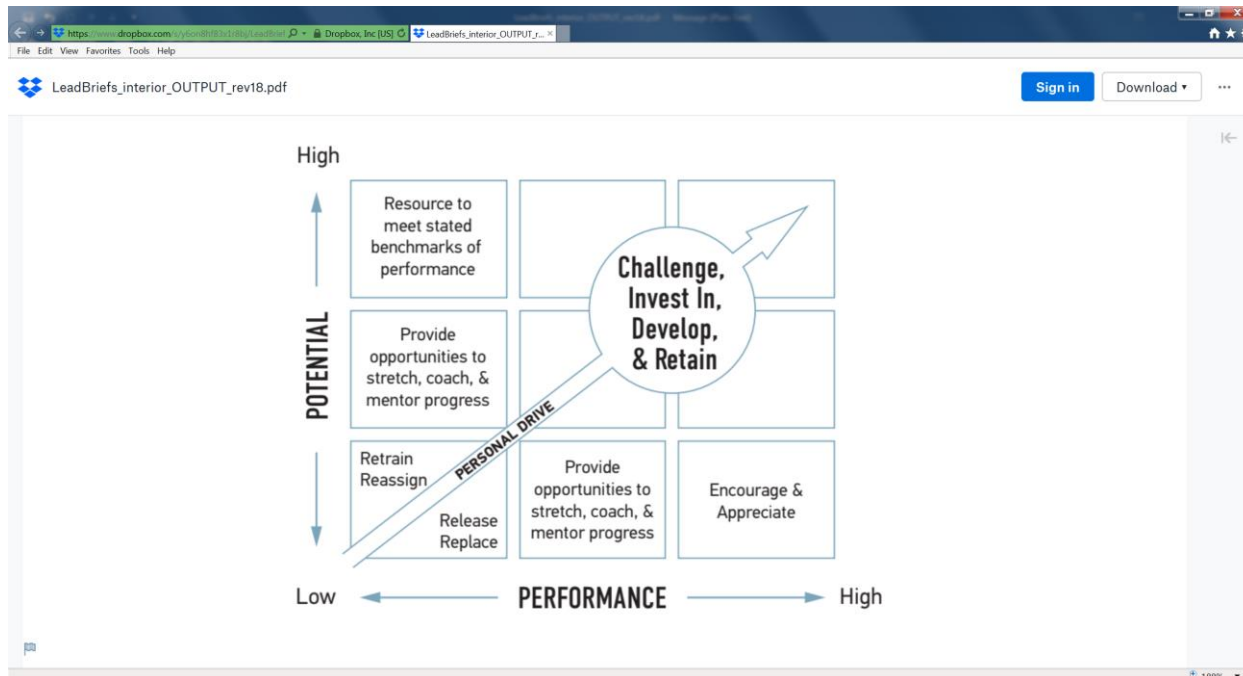




# Counterintuitive Conflict



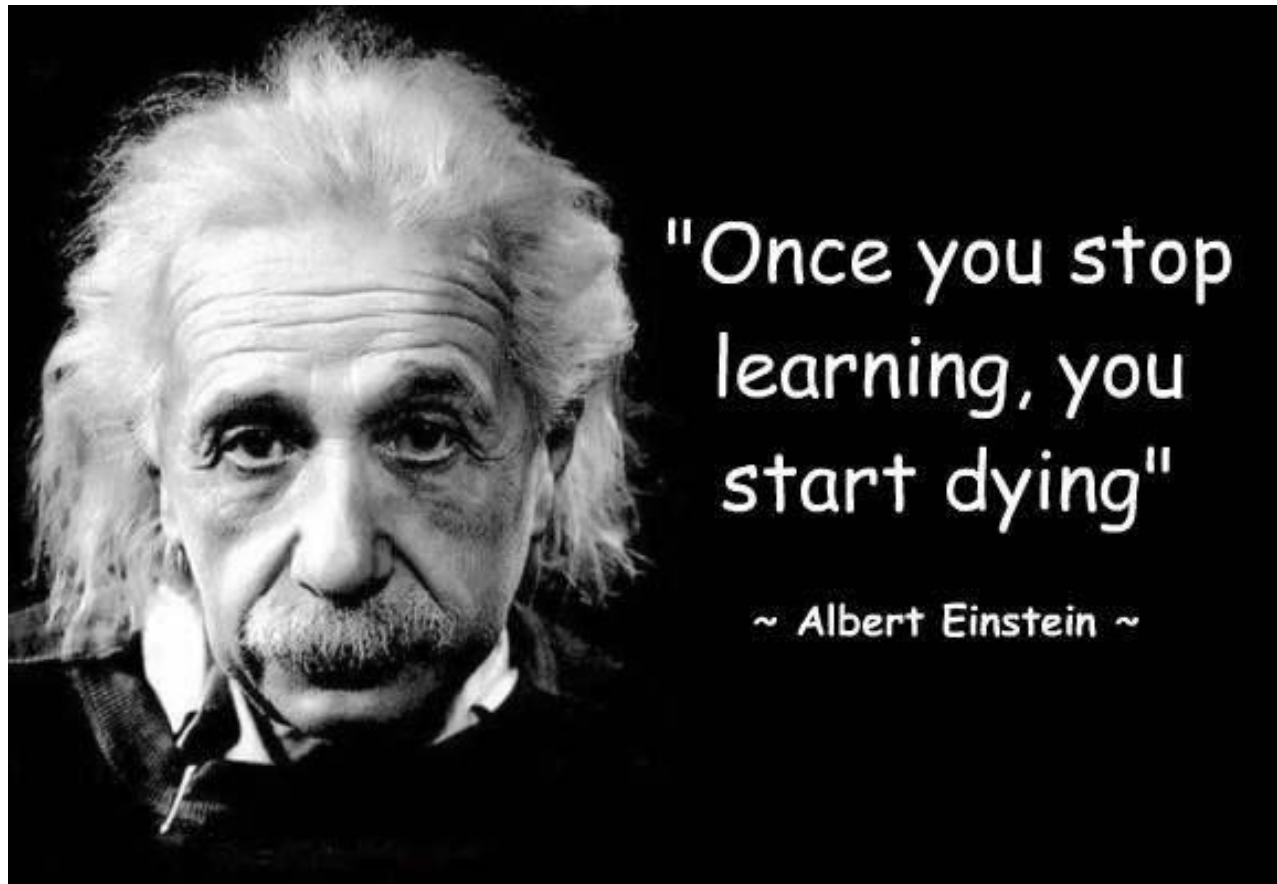
# Hire Hard - Manage Easy



## Three Hiring and Retention Questions (Tom Pitts):

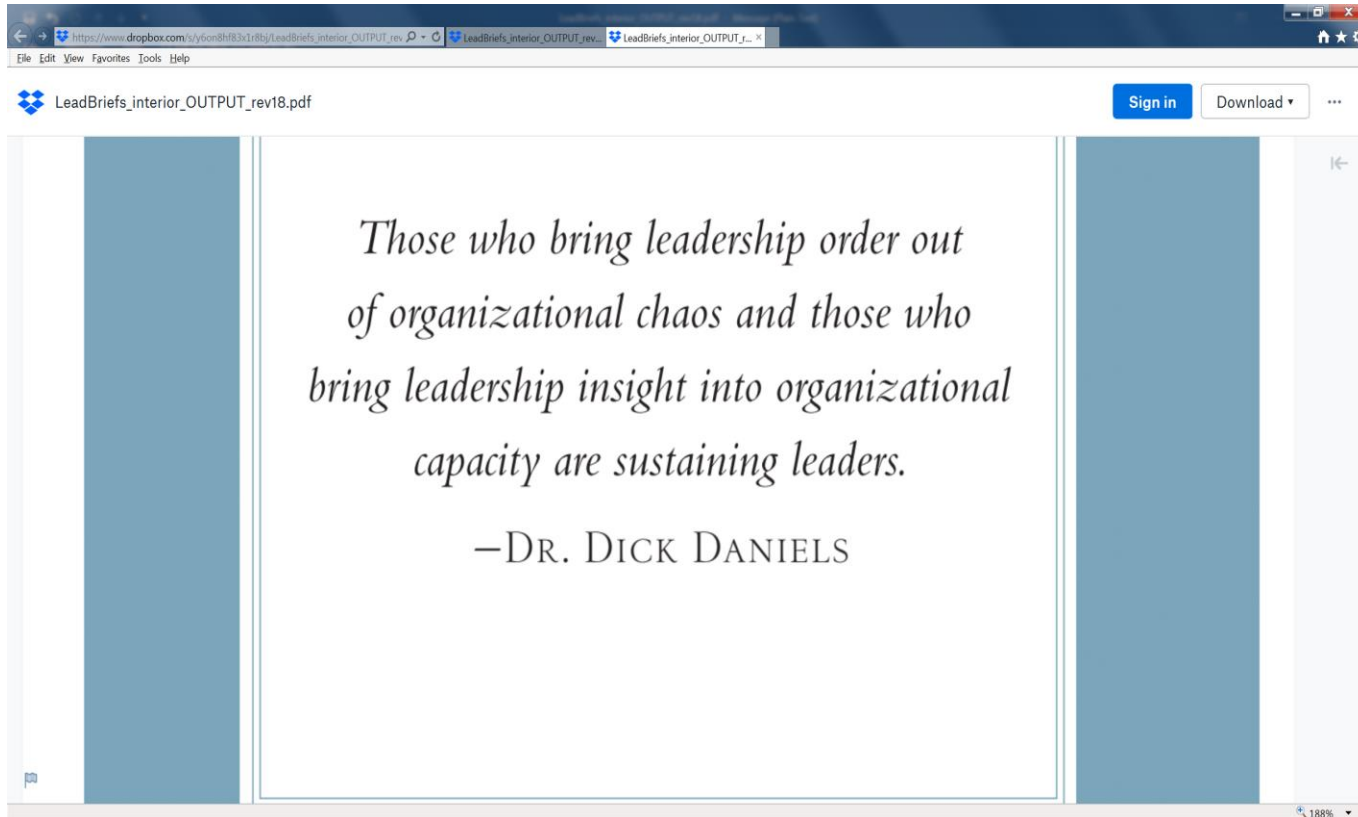
1. Can they do it (competency)
2. Will they do it (motivation)
3. Can we stand them while they do it (cultural fit)

# Leaders Are Lifelong Learners



***Speed of the leader – Speed of the team***

# Leadership Musing...



Leadership is not just one of the things you do. It is everything you are!