LEADING WITH VALUES

Walkthetalk.com Bud Bilanich/Presenter Douglas Raine

Slide 1. Chances are your organization has a set of values, operating principles or organizational expectations. They typically include items such as integrity, customer service, quality, respect, high performance, leadership, innovation etc. And, these characteristics are typically followed by additional words that further describe them. Values "ground" an organization – providing direction for people that find themselves in ambiguous situations. They are guides for decision-making. When employees encounter situations in which they must choose one course of action from a number of different alternatives, they can turn to their organization's values for help. Approached from the context of values, decisions often become less complicated and stress-inducing.
When it comes to organizational values, your job as a leader is critically important. You have a two-fold responsibility. First, you need to make sure that everyone understands what the values are and what they mean. Then, you need to guide people in practicing those values in their day-to-day work lives. It is the right thing to do for yourself, your team members and your organization. Lead well…LEAD RIGHT.
Develop A Personal Understanding of Your Organization's Values

Slide 2. BE A VALUES ROLE MODEL FOR YOUR EMPLOYEES. As an entrepreneur I model my corrosion consulting business using Biblical principles and consulting with my senior partner, the Lord Jesus Christ for direction and answers. We start each day with studying and sending scripture and prayer to people around the world. Our employees are held to the same standard. As a role model for our employees, we need to pay attention to everything we do: How do we spend our time; Where we go; What we say; How we deal with problems and crises.

Slide 3. COMMUNICATE VALUES AS JOB EXPECTATIONS. All good leadership starts with a clear, unambiguous statement of expectations. Leaders must clarify, in specific terms, exactly what it is they expect their employees to do…how they want and need their people to perform. This applies to things such as work schedules (attendance), sales or production goals or quotas, and values. Yes, values. You can't expect your people to live your organization's values if you don't make it very clear that everyone (including you) is accountable for performing in a manner that's consistent with your organization's important beliefs and guiding principles.

Slide 4. BECOME A TEACHER… BY ASKING QUESTIONS: Point People in the Right Direction; Assist in developing critical-thinking skills; Help people articulate what they already know.

Slide 5. REMOVE OBSTACLES TO BRINGING VALUES TO LIFE. Your most important job as a leader is to help your people succeed – and that includes helping them be successful at bringing values to life. Example: Certain organizational policies and procedures make it difficult for people to engage in values-driven business practices. Solution: Address this situation by reviewing your rules and guidelines, and then working to change those that make it difficult for team members to do what you expect them to do.

Slide 6. REWARD THOSE WHO LIVE BY THE VALUES. The best way to ensure that people will continue doing what you want is to give recognition when they do it. Also reward people for acting in a manner consistent with your organizational values.

Slide 7. REDIRECT PEOPLE WHO AREN'T LIVING THE VALUES. Here are seven reasons why people don't live the values.
A. They don't know why the values are important. Describe their function.
B. They don't know what they should be doing to live the values. Teach them what to do.
C. They think values are for other people not them. Communicate values as performance expectations.
D. They don't get rewarded for living the values. Recognize values-driven practices every chance you get.
E. They mistakenly think they are living the values. Point out how their behaviors conflict with organizational values.
F. Nothing happens when they don't live the values. Address values violations quickly and deliberately.

Slide 8. NEVER GIVE IN OR GIVE UP. Be sure every member of your workforce is responsible for values-driven business practices. You set the tone for the people in your work group.

Slide 9. Summary Flowchart. LEAD ON…WITH VALUES Values are the ideals, customs, institutions of a society toward which people of the group have an affective reward. ETHICS