

LeadershipFAQ's

a newsletter from LeadershipTraQ

Missive 1

a special introduction [by Ken Blanchard]

What a thrill it was to be with over 800 leaders from all across Los Angeles and Orange Counties at the *LeadershipTraQ BreQfast WorQshop* back in January. I salute Mick Ukleja and his energetic team for their vision to equip leaders with tools and resources that will help them be men and women of impact and influence. I am also honored to be the guest presenter for the premiere issue of their new *LeadershipFAQ's Newsletter*. I was blown away by the response to my breakfast presentation, and I am excited to be able to share my passion in another creative medium. This newsletter will deliver a great line-up of ideas and seasoned presenters – all guaranteed to continue your growth and development as a leader of vision and impact. Enjoy!

THE ISSUE

"how do I become a servant leader without letting the inmates run the asylum?" [A Response from Ken Blanchard]

Whenever I teach the concept of "servant leadership" I always run into managers who think, "If I become a *servant* to my employees, they're going to run me over – the inmates will be running the asylum!" The truth is...*the inmates are already running the asylum!*

Think about it. No manager can possibly be everywhere at once, telling each and every worker what they should be doing at every moment in time – that's impossible! Except for the few moments you are there, looking over their shoulder, they really *are* running the organization.

REMEMBER the definition of true leadership: what your people do when you are *not around!*

The question is not...*if* the inmates are running the asylum...The question is... how *well* are they running the asylum? And the answer to that question depends on *you!*

Good leaders help their people *win* – they help their people run the asylum *well!* But the people need to know what that means...they need to know what a well-run asylum *looks like*. They need a clear *vision* of what you want them

to accomplish... what the end result of their efforts will look like, *if they are hitting the target.*

So your most important job as a leader is to provide a clear vision for your team!

That's why I love what my good friend Horst Schulze is doing with the company he founded, the Ritz-Carlton Hotels. His vision is exhilarating and clear – to become the #1 hospitality provider in the world! His vision is taught at every level of the organization. And he not only has the inmates running the asylum, *he gives them money so they can run it well!*

Ritz-Carlton employees have access to a \$2,000 discretionary fund to solve a customer's problem. At the breakfast, I told the story of Mary, one of the housekeeping staff, who took a plane from Atlanta to Hawaii in order to return a customer's misplaced computer in time for a crucial presentation.

Do you think that guy will ever forget the great service he got at a Ritz-Carlton?

Not on your life, baby!

If that's an example of employee insanity, *give me more!*

Servant leadership doesn't mean that employees do anything they want. *Servant leadership means helping your people live according to the vision and values of the organization.*

This is why Jesus of Nazareth is such a good model. He certainly didn't go around telling people they could do whatever they wanted to. He had definite rules for life! But he gave people his *vision* and his *values* for a life based on love and grace, and then went about helping them understand how to experience it, and put it into practice.

So...what are your values?

Before you start creating a mile-long list, there are a few other things you need to know...but we'll save that for another edition of *LeadershipFAQ's*.

Until then...

Grace Center for Leadership Development
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