



HOW I SEE IT.

On the occasion of my firm's 10th anniversary, I share:

*"The First 7 Incredible Lessons of Success: experiences gained working in numerous sectors."
My definition of "success" is the ability to endure, achieve, and rebound.*

Leadership Rule #6: Bosses Can Be Wrong Too

People in positions of authority can easily suffer from the myth that their position yields some degree of irrefutable wisdom. The reality? People are people and as such have incredible opportunities to do right or wrong at any given moment. So what happens IF you're ever wrong about a decision, a person, or a direction? Here are the 4 steps to take:

1. **Admit to yourself you're not infallible.** It's neither the end of the world nor the loss of your respect as a leader. Take a few minutes to devise a strategy to 'right the wrong' or at least 'come clean' and re-establish your commitment to make the best decisions that further the mission and goals of the enterprise. This may mean creating messages for verbal, written or a combination to be distributed to the people who have a stake in the success of the firm.
2. **Determine the reason for your error** and whether it was due to a lack of information, incorrect information, faulty logic, emotions, lack of emotional IQ, or some other 'issue' that you may or may not be aware of. This may require consulting your coach or adviser in order to identify and then set about correcting the reason.
3. **Go public with the 'mea culpa.'** Admitting a mistake and asking for 'consideration' is far more effective than ignoring, blaming others, or covering-up a bad decision. This may mean talking to your direct reports, the entire firm, external stakeholders – whatever it takes to ensure all publics are reassured of their ability to trust you and your efforts to improve.
4. **Ensure a self-corrective process is put in place** to prevent future occurrences. This may include a technique I've used which classifies a situation as a *problem* or a *predicament*. A *problem* is something where upon fact-gathering, analysis, and a decision can indeed bring resolution. An employee may simply not 'get it' after repeated coaching and reprimand. IF you terminate the employee, the problem has been solved. A *predicament* is simply 'the nature of the beast' in some situations. There are a lot of issues that fall under this category and while temporarily relieved, have no finality. Using the 'problem employee' – should you deem their talent as so valuable as to endure their on-going conduct, then you have a self-imposed predicament that you'll continually re-visit. Another predicament might be the on-going dealings with regulatory agencies regarding ever-present and changing compliance issues.

Only when someone can be seen as 'human' can they be trusted to lead others. A mistake is not the end unless you choose not to admit it.

At least that's how I see it.

Vince Crew

- Speaker • Author
- Adviser

Programs,
Assistance, and
Resources to
Owners & Executives
on
Strategic Growth
Through
New Leadership,
Intelligent Staffing,
and Everyday Ethics
development.

The perspectives in this newsletter are not a substitute for tailored counsel or programs designed for your particular situation. Contact us to discuss your specific needs.



A TIP OR TWO

Apollo 13 - Mission Control Decision Making Guidelines by Gene Krantz, Flight Director
(with insights by Vince Crew)

- 1. Take no action that might make matters worse** – *Consider consequences of any/all decisions.*
- 2. Keep the astronauts alive** – *Remember PEOPLE are at the heart of every leader's mission.*
- 3. Take no irreversible actions until necessary** – *When it's time, act decisively, without regret.*
- 4. Conserve resources** – *Be a wise steward of limited time, energy, money, and goodwill.*
- 5. Provide as much flexibility as possible** – *Always have a Plan B (and maybe a C too).*

THOUGHTS FROM HERE AND THERE

Lead according to your own standards, by what you have found successful, not by what others tell you.

Vince Crew

A great leader's courage to fulfill his vision comes from passion, not position.

John Maxwell

Show yourself in all respects a model of good deeds, and in your teaching show integrity, gravity, and sound speech that cannot be censured, so that your opponent may be put to shame, having nothing evil to say of us.

Titus 1:7-8

Now it is God who has made us for this very purpose and has given us the Spirit as a deposit, guaranteeing what is to come.

2 Corinthians 5:5

This is the confidence we have in approaching God: that if we ask anything according to His will, He hears us.

1 John 5:14

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