



Everyone is a **LEADER**

THE JOURNEY GUIDE

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neXtmapping™

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The purpose of the Leadership Journey Guides is to review many of the key points within each Unit and have a tool for you to make your own notes. You can save the guides on your device or download and print them for on-going referral.





Unit 1:
**Everyone is a
Leader
Regardless of
Title**

Unit 1

Everyone is a Leader Regardless of Title

The mind-set for leaders needs to shift to value everyone's input!

From 1-10 (10 being high) How do you rate yourself in the following areas?

- Your ability to influence?
- Your ability to communicate at all levels?
- Your ability to initiate and take the leadership on an idea?
- Your ability to make decisions?
- Your ability to share power and recognition?

The above are all key leadership skills that continually should be worked on

Everyone needs to develop leadership skills because it applies to their ability to:

- ✓ Innovate
- ✓ Collaborate
- ✓ Work together with synergy

Organizations whose employees have evolutionary leadership skills will out perform their competition and see results they have not seen before. They will also attract and retain a very talented workforce!

THE TIME FOR CHANGE IS NOW!

The Future of Work is NOW!

- Leadership has shifted from the way it was in the past, to what it is now, and where it's going.
- Organizations must be ready now to be a workplace of choice that attracts and maintains key talent for the organization

KEY POINT: 'Everyone is a Leader' regardless of title

Did You Know That By The Year 2020?

- 75% of the demand for jobs will come from positions vacated by retiring workers
- The workplace will be highly digital, integrated, and built around employee workplaces with interconnected hubs

TIP FROM THE EXPERTS: Organizations that focus on developing leaders will be the ones that survive and grow.

The Reality Of The New Workforce:

- Millennial's are seeking organizations that foster innovative thinking and that help employees develop their skills. However...
- They also feel that organizations are not doing as much as they could be doing to help employees develop their leadership skills. Organizations have work to do!

How To Attract And Retain Key Talent:

- Organizations that focus on developing leadership skills now are more attractive to the Millennials and Gen Y Generations.
- Millennials and Gen 'Y' looking for organizations that can provide that leadership mindset and mentality and the skill development in order for them to learn, develop and grow while they are on the job.

What Leadership Was:

- When you think of the fifties, sixties and seventies, leadership was very much an autocratic approach.
- It was command and control and at the time it had to be.

How Leadership Evolved:

- When we entered the eighties and the nineties and we started to hear things about TQM, the Tom Peters approach and other leadership concepts that could improve the way teams work together and the way organizations could be competitive.
- In the nineties lots of restructuring happened, a lot of people recognizing that there was no stability and people staying in jobs for a long time was not necessarily going to be the future.

When Leadership Really Shifted:

- Fast forward to 2000's and 2010's that's when we began to see the impact of massive technological innovation.
- When we saw the impact it was a recognition that the technology coupled with the Generational ideas of what work is, caused a shift in how we viewed leadership.

REMINDER: Autocratic leadership is something that we want to be aware of and cognizant of as something that was necessary in the past, and by the way, it is sometimes still necessary today... but rarely.

What Leadership Must Evolve To:

- From autocratic leadership to **Everyone is a Leader.**
- Present-day leadership is seen as an essential skill, much more complex than it has ever been.
- With the concept that Everyone is a Leader there's across the board leadership skills that need to be developed inclusive of everyone.
- The ability to influence, communicate, take initiative, inspire others, get results, lead projects, get things done, follow-through, make decisions and the ability to influence change is all about leading and whether you have people reporting to you or you do not, or whether you have the title of leader or you do not.

Together We Can Make It Happen!

- We're in an era where everyone needs to develop leadership skills because they apply to the ability to innovate, collaborate and work together with synergy.

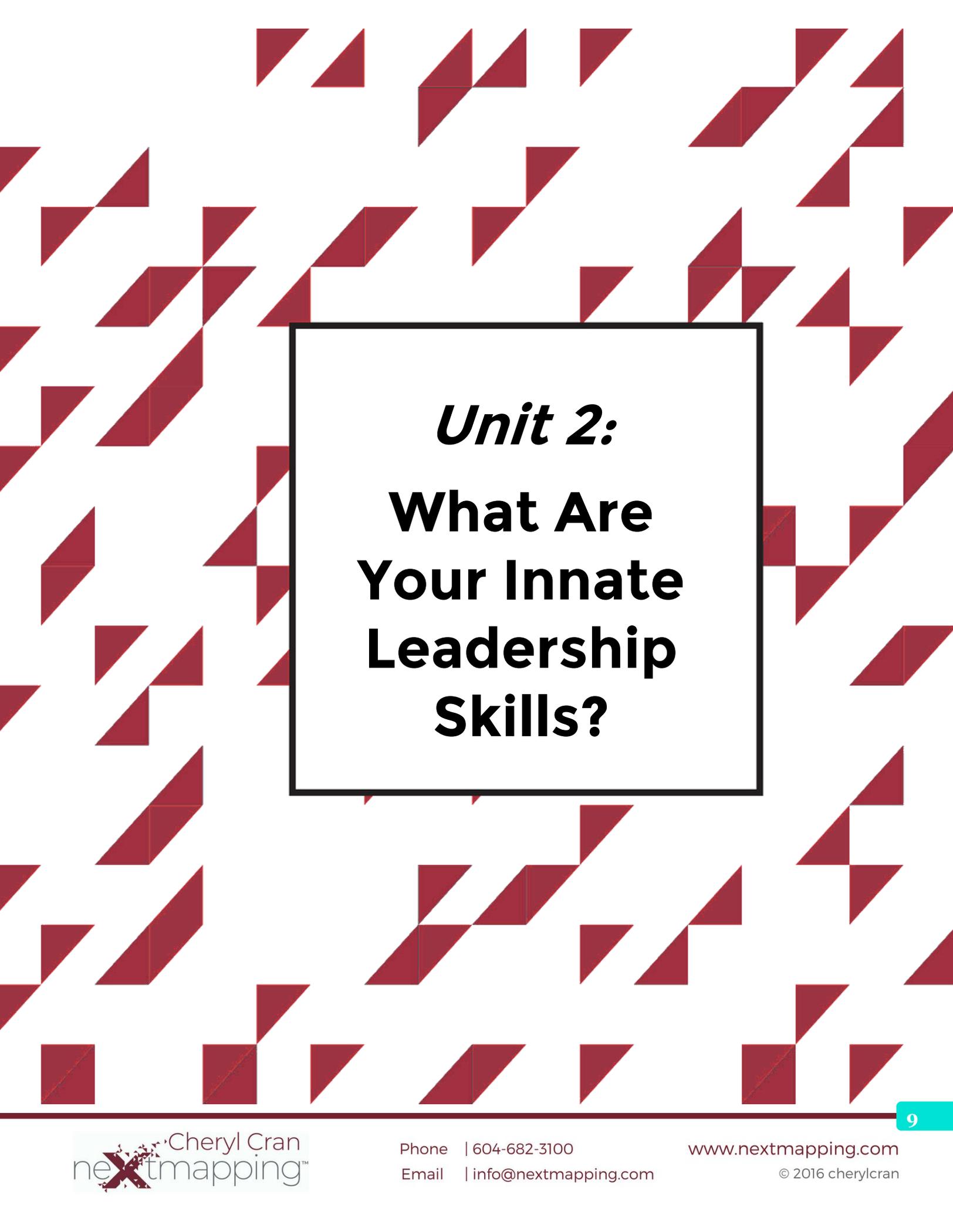
The Leadership Ranges:

- Novice level
- Apprentice level
- Mastery level.

KEY POINT: Sharing power is a key component of Evolutionary Leadership

MY JOURNEY NOTES FOR UNIT 1





Unit 2:
**What Are
Your Innate
Leadership
Skills?**

Unit 2

What Are Your Innate Leadership Skills?

Developing Your Leadership Skill Knowledge

- Leadership skills are both innate and learned.
- The key is really knowing yourself so well that you know what is innate (inborn, natural) and develop that further, and know what you need to learn >you are on a

All Great Leaders Do This...What Do They Do?...

- They self-assess!...How?

For Example They Ask Themselves:

- 'What did I do well?'
- 'What would I do different next time?'

When we self-assess we create greater self-awareness & self-awareness helps us develop our learning plan

TIP → Model your own self-assessing for your team and for your co-workers, it inspires them. When they see somebody who is already successful and is continually focused on learning and growing it sets the bar for them to come along as well and model that behavior.

Self-Assessing Reminders:

- Continually ask yourself 'what did I like about what I did?' and 'what would I do different next time?'
- Those are mantras that if you repeat you will be in the zone of consistent self-assessing
- The benefits of self-assessing are that it increases your self-confidence, it helps you create your growth plan, it helps you engage others because they are inspired by your desire to continue to learn and grow
- It confirms your strengths and confirms the areas where you need growth
- It allows you to get a set point and a new foundation of where you are and help you decide where you want to be

Important Points To Think About & Rate Yourself On:

- Taking initiative
- Communication
- Collaboration
- Innovation
- Positive mindset
- Taking responsibility
- Inspiring other people

Learn more about the areas that you have identified as opportunities for growth and use your answers as areas of focus while completing the remainder of this course.

Make It Stick! Keep your assessment that you completed in this Unit in a handy easily accessible place and review it weekly.

MY JOURNEY NOTES FOR UNIT 2





Unit 3:

**The Future of
Work and the
Leadership
Skills Needed**

Unit 3

The Future of Work and the Leadership Skills Needed

MY PERSONAL BRAND AND UNIQUE VALUE PROPOSITION

The words that my friends and associates used to describe me are:

The words I use to describe myself are:

From the input above my **Unique Value Proposition** is:

TIP: Do the above exercise with everyone on your team and your work associates. Share your UVP with each other and you will start working together more synergistically

KEY POINT TO REMEMBER: Leadership skill development is an on-going journey, there is no final destination.

It's important to recognize our own range of leadership skills and be constantly asking ourselves:

- Am I a novice at this?
- Am I an apprentice at this?
- Or am I a master at this?
- Then setting measureable, time specific goals for development based on where we are in that range.

Evolutionary Leaders have a mindset of:

- Everyone is a Leader
- Everyone has to be valued
- That there are diverse opinions
- That collaboration is king
- That the Future of Work is Now and it's about shared leadership

Keys in the Everyone is a Leader concept:

- Increased accountability
- Brand of consistency and commitment
- Increased responsibility
- Knowing your unique value proposition and others know it you can now work together more synergistically
- Taking action more consistently

Envision a group of people being collaborative, accountable and responsible, how does that change the energy of where we want to work and how we feel about ourselves as a team and working together? ...

It Would Be Amazing!

MY JOURNEY NOTES FOR UNIT 3





Unit 4:
**Leadership
Skills**

Unit 4

Leadership Skills

Everyone is a Leader and everyone has the capacity to be a change leader, however, to be a change leader you need to have **Critical Thinking Skills**.

Five Key Areas of Critical Thinking Include:

- Stop and think
- Recognize assumptions
- Evaluate the information
- Draw conclusions
- Plan of action

Other Key Components of the Everyone is a Leader Concept are:

- The power to make decisions
- Creative problem solving
- Critical thinking
- Leveraging technology

The Steps to Creative Problem Solving



Plan for action and implementation

MY JOURNEY NOTES FOR UNIT 4





Unit 5:
**Managing
People &
Projects**

Unit 5

Managing People & Projects

Technology is making a huge impact on industries and there's a transformation in nearly every organization.

Social media, technological innovation, constant upgrades in technology, new applications all of that is rapidly impacting all of us in our work.

It is an absolute imperative for companies today and in the future of work to have more people with up level technology skills.

Leaders and everyone really need to develop their tech-savvy skills which means how to leverage technology to reach goals and to get things done.

Questions to ask yourself:

- How has technology shifted your industry in the past few years?
- What are the opportunities for these changes?
- What are the challenges of these changes?
- What do you think needs to happen for your company to be at top speed with tech in your industry?

NOTE: Think more deeply about the technological impact in your industry and what it means for you and for your competitive advantage moving forward.

Think About & Determine:

- What are the areas you need to develop as it relates to technology?
- What is your plan to learn?
- What you need to learn?
- What is your best way of learning? Is it face-to-face, online videos? Is it tutorials?
- How will you prioritize increasing your technology skills?

How Amazing It Can be!

- Everyone is a Leader so imagine a future workplace where technology has equalized the skill set so that everybody can create, solve problems, collaborate and innovate really fast and easily because everybody's up to speed with technology.

TIP: To increase technology skill organizations need to have technology mentoring.

Some ideas of how to improve employee's technology knowledge:

- Have 'fireside' tech chats where you share ideas on how technology is being used in your company.
- Another idea is you have a portal on your Intranet where specific frequently asked questions about how the technology is being used.
- Post videos similar to those you see on YouTube on how to actually use specific portions of programs and technology.

MY JOURNEY NOTES FOR UNIT 5





Unit 6:
**Mastering
Communication
Skills**

Unit 6

Mastering Communication Skills

A MUST: The essential skill of Everyone is a Leader is the ability to connect with, collaborate, influence, and work with people.

What is Your People Mindset? More Simply:

- Do you think people are a pain in the neck?
- Do you think they're frustrating?
- Do you see them as enjoyable and an opportunity to learn?
- Would you rather work alone or would you rather be with a group of people?

Why do you need to know? Because our beliefs will shape our approach, and you can't influence that which you don't respect.

We can all leverage our relationships with people for:

- Greater personal and business performance
- For greater personal and business results
- For greater customer happiness
- For greater employee happiness...

It is the magic elixir

Some components of people skills:

- Communication skills
- Managing conflict
- Negotiation skills
- Understanding personality styles

One of the most challenging skills within organizations is communication. Inevitably, if there's been something that has gone wrong it's because communication has broken down in some way, in some form.

VERY KEY POINT

Managing conflict and negotiation skills are two key skills that must be developed. Conflict is necessary to create change. Negotiation is how we resolve the conflict and move forward.

Foundational communication is the awareness of knowing the difference between passive, aggressive and assertive and then of course passive-aggressive communication.

Communicating successfully with people

=

give and take, ebb and flow, a natural cadence to the interaction.

A passive communicator is frustrating for others. The traits of a passive communicator:

- Not willing to really speak up
- They keep to themselves
- They don't speak up when they're asked
- When they are asked they won't give the full truth or entire story
- They're are afraid

They're coming from a place of if they speak up, somehow they will be made to feel bad or look bad.

When somebody is an aggressive communicator they're also afraid and they're actually being aggressive because they're trying to control the situation.

Aggressive Communicator

- About pushing their way
- Interrupting
- Pushing their thoughts
- Pushing their ideas on you and wanting to make you do something

It's a more controlling form of communication.

Assertive Communicator

When you're assertive you know when it's appropriate to take a more passive approach, and you know when it's appropriate to push a little

Passive Aggressive

Thoughts of the passive-aggressive person is that I won't get mad I'll get even

Passive aggressive is really dysfunctional and can completely destroy a team, a relationship, a culture, a company and when we see passive-aggressive the only solution with it is to be assertive.

When you face somebody who is highly aggressive you want to actually use language that faces that aggressive person. Acknowledge where they are at. You might first say: "I can see that you're really annoyed right now." By acknowledging their feelings, they will calm down a level.

If somebody comes to you and they are passive and they say things like "I don't know", or "I don't care" the assertive approach would be to extricate the information to make them feel safe. So you would assertively say to them "You know I really want to hear your opinion, your opinion is valuable," "please know that I will listen carefully to what you share with me" and really acknowledge them and reassure them that you want to hear their point of view.

When people are passive aggressive you really need to hold them accountable and you do that through assertive communication. “Let's talk about it, you know I'm open to hearing your opinions” and so you want to “out” the passive aggressive comment and then you want to deal with it from a place of caring and approach without getting defensive.

Managing conflict as people skills is again you're using the foundations of good communication.

If you see conflict is something **to be avoided** that would be a passive response to conflict.

If you see conflict as an **opportunity to yell and scream** and push your ideas that will be an aggressive approach to managing conflict

If you see conflict as a **necessary** way of coming to a new level of understanding that would be an **assertive** approach to conflict.

Managing Conflict:

- Do not take it personally
- Find common ground
- Use our creative thinking model
- Use our critical thinking model
- Use our decision-making model to leverage our ability to manage through conflict

Negotiation Skills: Another KEY Component!

- The ability to negotiate in a multitude of situations
- Negotiating priorities
- Negotiating project pieces
- Negotiating with your clients
- Negotiating with your co-workers

Negotiation skills means that you're able to take your communication skills, you are able to take your awareness of conflict management skills and you're able to negotiate a win win the majority of the time with people.

The Personality Styles and their motto's developed by Cheryl Cran:

- **Driver:** 'Do it and do it now'
- **Dancer:** 'Do it and have fun'
- **Detailer:** 'Do it and do it right'
- **Deflector:** 'Why can't everybody just get along?'

Driver (Dictator)

Motto: Do it and do it now

Moves fast/talks fast/fast decisions, visionary, sees future, results oriented, gets stuff done, strong leadership ability

Challenges

Can be too direct/bossy, can be pushy and have lots of go, can intimidate others, can make, decisions too quickly

Dancer (Socializer)

Motto: Do it and have fun

Sees big picture, uses humor, is social, great at starting things, brings energy and enthusiasm, brings levity and fun to team

Challenges

Needs discipline to finish what is started, loses interest quickly, can come across as too flippant, can overlook details

Detailer (Analytical)

Motto: Do it and do it right

Makes decisions after analyzing data, talks more methodically, thinks things through before acting, able to decode large amounts of complex data

Challenges

Can be too analytical, can come across as not caring, can take too long to make decision, can get overwhelmed because of not delegating, can be a perfectionist which intimidates others

Deflector (Amiable)

Motto: Why Can't We All Get Along

Makes decisions based on other people's input, cares deeply about other people's feelings, is concerned about what others may think, natural team player

Challenges

Can be too concerned with what others think of them, can avoid confrontation to keep the peace, can come across as wishy/washy or indecisive, can take too long to make a decision

HOW TO DEAL WITH A DRIVER

- Talk faster and focus on 'results'
- Talk about what you have done or are going to do
- Give short facts and bullet points
- Keep 'stories' short and to the point
- Don't take their abruptness personally stand up to them
- Appreciate his or her ability to take risks

HOW TO DEAL WITH A DANCER

- Focus on big picture
- Approach them with humor and fun
- Focus on future and potential
- Give them firm deliverables with rewards for completion
- Recognize them when they are doing what you want
- Give feedback good

HOW TO DEAL WITH A DETAILER

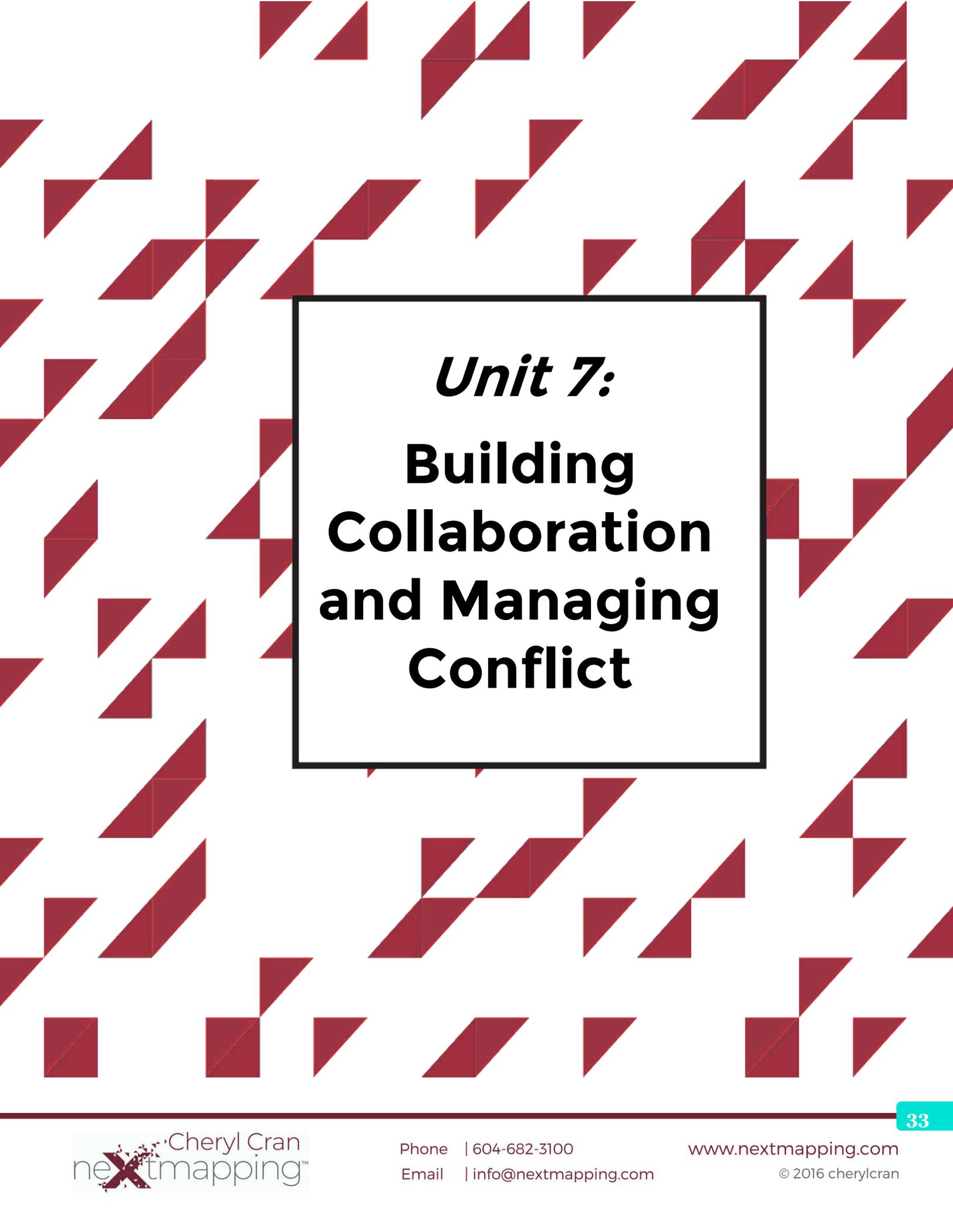
- Put it in writing, provide charts, graphs, reports and data
- Tell them you have 'thought' about what you are proposing and the rationale behind your thought
- Take the time to ensure you have all of your facts
- Give them time to 'think' about a big decision

HOW TO DEAL WITH A DEFLECTOR

- Meet with them face to face
- Be open and congenial with them and engage in 'chit chat' for a bit
- Appeal to them from the perspective of 'team'
- Be aware of his or her sensitivity and word things 'softly' or not forcefully
- Give them time to come to a decision rather than 'force' a fast decision

MY JOURNEY NOTES FOR UNIT 6





Unit 7:
**Building
Collaboration
and Managing
Conflict**

Unit 7

Building Collaboration and Managing Conflict

The future of work requires more collaboration and teamwork. We are evolving away from a solo, each man or woman for themselves, into a model towards **co-creation**.

NOTE⇒ Research shows that the optimal size of the team for the future of work is six people, why? With six people you actually have the maximum amount of synergistic thinking with the least amount of potential conflict.

By 2025⇒ Fifty percent of workers will be remote workers which means we have to be even better at teamwork than we already are.

Collaboration: From the perspective that *Everyone is a Leader* means that we have to shift quite simply from a 'ME' perspective to a 'WE' perspective that's the key concept of team.

How to collaborate and communicate with the personalities: the Driver, the Dancer, the Deflector and the Detailer.

Driver:

- With a Driver you want to talk a little faster than normal
- You want to have your ideas thought out before you even approach them
- When you're talking to them or even when you're emailing them you want to say "I have three things that I want to go over with you" and outline them in short form
- You also want to come across to them with confidence
- Short, concise, to the point

Drivers can be barracudas if they feel that you're not coming across with strong ideas. They will mow you over. Not on purpose but because they're wired for 'let's get it done quickly' and so they often come across perhaps as abrupt, harsher or even rude sometimes which is never their intention it's just that their motto is 'let's get it done quickly.'

Dancer:

- Say things like; "hey I've got this great new exciting project for you" or "hey I've got an idea let's do X" or "I can see the future and I think that we should do this"
- Remember Dancers are spontaneous, they'd like to have fun, they're very social so anything to do with other people they will enjoy and the way they approach their work is a creative approach
- They see the big picture quite easily. So with the Dancer you want to use that language of "hey let's get a creative solution to this," "let's work together to come up with a creative solution," "let's focus on the big picture"

Detailer:

- They're about crossing the t's, dotting the i's
- 'Ok just give me the facts.'
- Say to them "here's what I can give you to help you make a speedy decision"
- The challenge for Detailer is they often can be overly perfectionist
- They can also demand a lot of perfection from others which makes it almost impossible for others to be able to fulfil
- You need to give them itemized lists of what it is you'd like to see for the work
- You need to think about the possible ideas that they might have or the obstacles they might put into our idea in front of our idea

Deflectors:

- Approach them not with a soft approach but with a considerate approach
- Think about 'What might they be feeling?' 'What might they be concerned about with other people's feelings?'

The purpose of understanding personality types is so we integrate all four of the personalities so that it becomes an easy way for us to relate to anyone at any time. Resulting in a happier, more productive workplace.

The different Generations impact from the perspective of that '*Everyone is a Leader*'

Traditionalists:

Are those in their late sixties and older and they've come up post war. The mindset of the Traditionalist is structure, conformity, making sure things go by plan, repetition of task that's a lot of the things that are familiar and attributed to the Traditionalists

Zoomer:

Zoomer is a Baby Boomer who refuses to age, with the Zoomers in their mid to late fifties and onwards, the Zoomers were the creators of structures in the workplace. Work would not be what it is today without the Zoomer structures, rules outlines of how things needed to go. What the Zoomers have done is created the foundation of where we are today and many Zoomers are still wanting to attach themselves to the foundational aspects and there's opportunity for them to increase their teamwork with the other Generations including Generation 'X' and Generation 'Y'

Generation 'X':

In their late thirties up to their mid to late fifties and Generation 'X' is what we call the squeeze Generation. They're the smallest number demographically of Generations overall and they are the Generation that's currently dealing with aging parents, perhaps they have young children they've got these multiple issues going on in their lives that they are focused on. Generation 'X' from a workplace standpoint has really been wanting to have the jobs of the Zoomers but statistically as I said earlier in the program Zoomers are not retiring as planned

Generation 'Y' (Millennials):

Is the Generation that want to have a life first, work comes second. Often times this can be interpreted that they don't care, they are apathetic or that they're lazy. It couldn't be further from the truth. Rather for a Millennial they just want to work smarter not harder, they want to leverage technology in order to simplify things and they want to actually use their time to do fun jobs and to be able to leverage their social interactions with others.

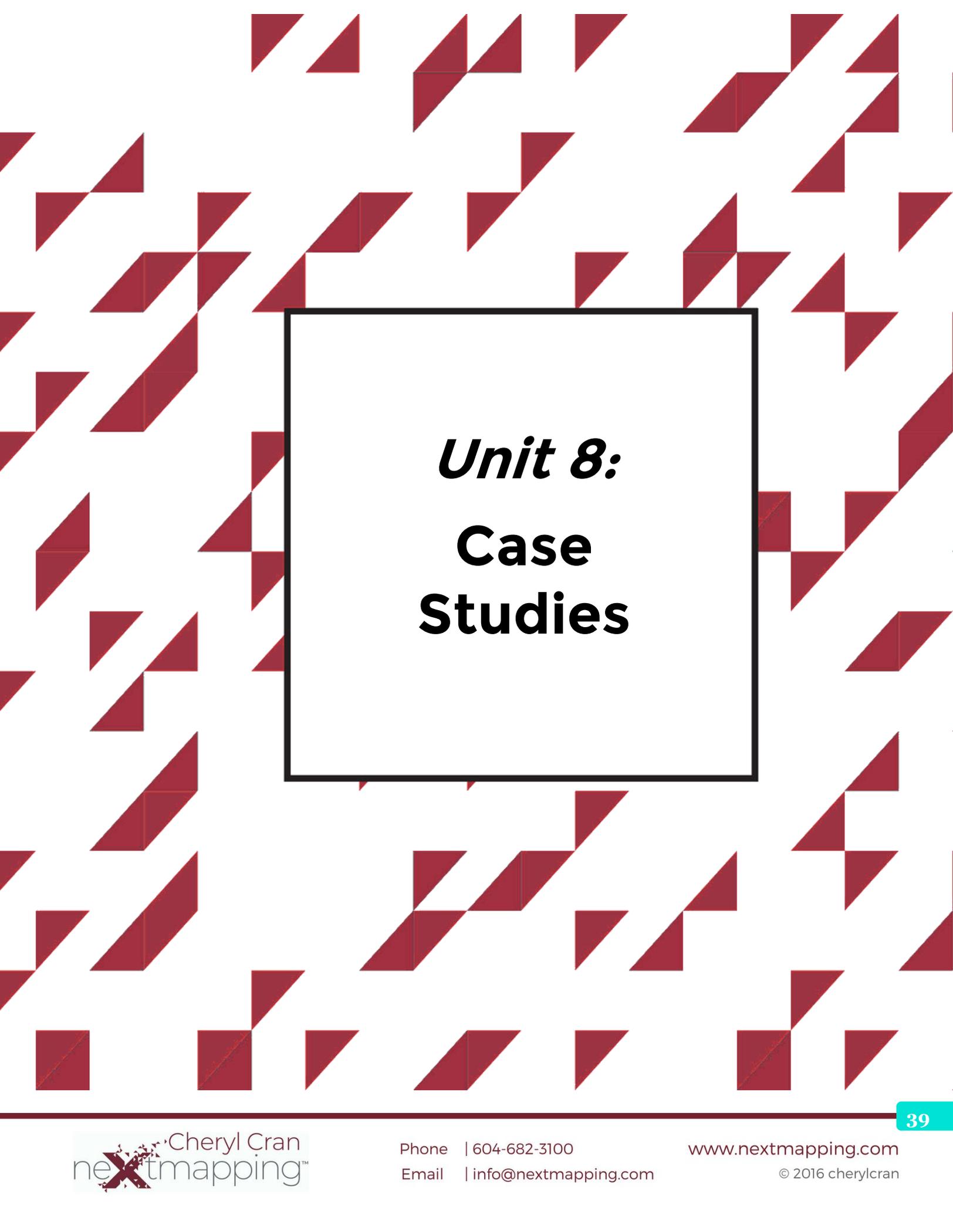
⇒ For important detailed information about the differences in the Generations, leadership strategies for different Generations and working together strategically in a multi-generational workplace please read Cheryl Cran's book '**101 Ways to Make Generations X, Y and Zoomers Happy at Work**' which is provided as a free e-book in your course materials.

SYNERGY is the key as it means that because we're so open, because we've wired our brain to think from Me to We, because we're open to generational thought, cultural thought, gender thought, different personalities, because we've expanded our thinking, synergy becomes more and more frequent and happens as a result of collectively being a team.

NOTE: Collaboration and team is a huge component of leadership for the concept of Everyone is a Leader.

MY JOURNEY NOTES FOR UNIT 7





Unit 8:
**Case
Studies**

Unit 8 Case Studies

The Case Studies are an excellent tool! In this Unit you get the opportunity to put everything you have learned so far into use. You're going to have a number of Case Studies where you have the opportunity to put what you've learned into action. You're going to review each Case Study and come up with ideas and solutions.

Then you are going to write your own Case Study using the template and apply what you've learned. If you are working with a Coach in this program you will also go through each Case Study with your personal Coach. If you are working on this as a self-directed program you will simply use the template and apply it to the situations you are facing in your workplace now and you'll apply the learning to those situations.

MY JOURNEY NOTES FOR UNIT 8





Unit 9:
**Strategic
Thinking &
Visionary
Leadership**

Unit 9

Strategic Thinking & Visionary Leadership

The strategic approach from the perspective that Everyone is a Leader, and strategy from the perspective of how you are going to get to where you want to go.

To be strategic requires your ability to have multiple perspectives, the ability to see scenario A, B & C and be able to see the implications of each.

So with strategy you can see the bigger picture but you can also see the

Example: When you're presenting a new idea or when you want to get buy-in from anyone on your team, perhaps it's your boss, perhaps it's a co-worker, perhaps it's an employee, it's about strategy. Thinking about 'what does that person want?' 'what are their goals?' and 'how can I match what I would like to see from him or her with their goals?'

The 3 Level Model for Strategic Thinking: (available in course notes for download)

- **Level One:** critical thinking and intellectual curiosity and openness
- **Level Two:** is problem-solving, decision-making, business acumen, customer focus
- **Level Three:** is where you're dealing with ambiguity, where you're innovative and you're managing other innovative ideas and you're doing a lot of perspective taking

There's a way you can actually align a strategic plan in a way that suits your personality.

Overview of a strategic plan:

- Mission statement
- Vision statement
- Strategic drivers
- Critical success factors
- SWOT analysis
- Long-term objectives
- Tactical initiatives

The Cheryl Cran 'WOW' model: What's working? What are the opportunities? What's next? Download it at: www.cherylcran.com/wowassessment

Key skill ⇒ VISION

The difference between a transformational leadership approach and a regular leadership approach is **vision**. When we're talking about vision it's **having the ability to see the future as if it's happening now**

From the perspective of **Everyone is a Leader** you have a personal vision that pulls people to the vision it engages people

When you have vision it's being able to **articulate it** that really makes it a leadership trait

Business Visionaries:

Steve Jobs, Richard Branson, Sheryl Sandberg, Mark Zuckerberg

To Help You
Create your own Vision
Board...and for accountability
share it with others!

- From the perspective that Everyone is a Leader, strategy and vision together is like the power couple!
- Strategy and vision are key Everyone is a Leader requirements

Time for some **CULTURE!**

IT'S TRUE⇒
'Culture Eats Strategy for
Breakfast'

- What that really means is you can have the best strategy but if you don't have the right teams, if you don't have the right people, if you don't have a culture of collaboration, innovation and teamwork then the strategy is not going to support your goals
- Culture is created by vision, so for example my vision for culture is that Everyone is a Leader. Now if we look at your culture from that perspective if Everyone is a Leader that means strategy vision, all the things we've talked about becomes quite easy because everyone's engaged in the mindset of Everyone is a Leader!

REMEMBER: Vision and strategy together will always guide you to more energy, more success, more engagement from the people on your team and for you ultimately more joy in your work!

MY JOURNEY NOTES FOR UNIT 9





Unit 10:
**Coaching
Skills for Team
Development**

Unit 10

Coaching Skills for Team Development

Coaching is the
untapped
resource that
helps make
learning stick!

- Leaders are both born AND made.
- Some leaders have an innate ability to inspire and to coach their people to high performance
- Other leaders have to learn the art of inspiring performance
- The leaders of the future today do not 'teach' they coach!
- A coach approach focuses on the strengths of an individual while holding a compelling vision for the future that people want to follow
- They ask you really good questions that help you really reveal your areas for development

Coaching helps take what you've learned and allows you to apply it situationally. So then it's anchored kinesthetically into the body and you remember it because it applies to a situation and then the more you repeat what you've learned the more becomes an unconscious competency!

The power of coaching is extraordinary! And in this program you had the option of working with a coach or you have the option of working self-directed. If you have chosen self-directed it's not too late to sign-up for coaching, just **contact us** info@nextmapping.com

Coaching is asking really great questions and then through those great questions guiding people to their next level of awareness. In our opinion the definition of an excellent coaching experience is that the right questions are asked that have heightened self-awareness, and then from that awareness action can be taken.

- Questions are the core tools of a great coach approach
- Coaching allows for self-discovery to find your knowledge gaps
- By asking the right questions you can see where you were and where you want to be and how you can get there
- The coach approach also empowers others to reach their own conclusions
- A really powerful, skilled coach asks questions that go right to the heart where it causes the person being coached to make massive change

The best leaders are always wanting to build people up, build them up not tear them down, not make them feel small, not make them feel less than but constantly building people up and that's the result of good coaching too

When you're coaching others here's a few questions in addition to the some that you may have come up with your own:

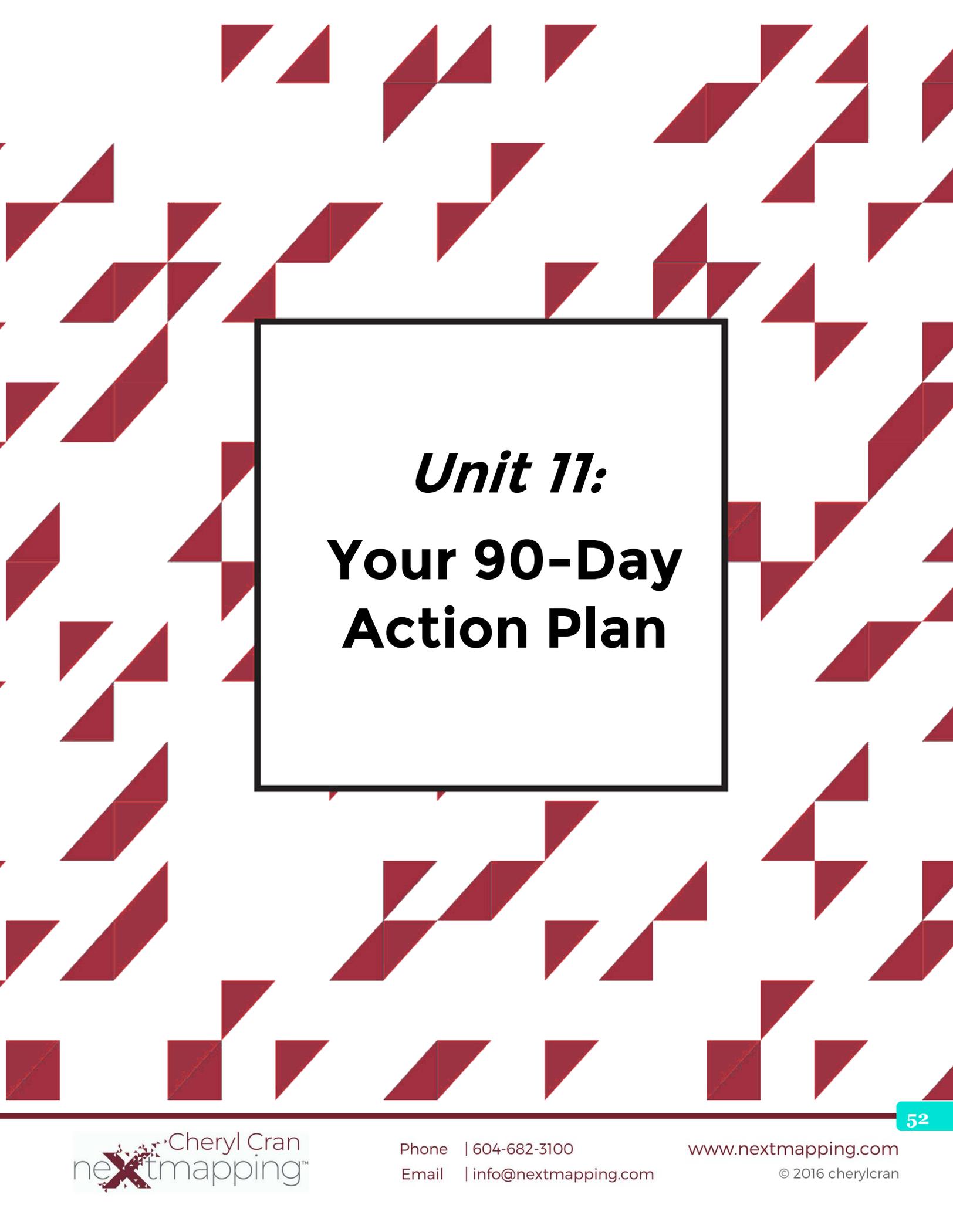
- 'How did you feel about how you handled that customer?'
- 'What would you like to see happen in your role?'
- 'What do you see for your future?'
- 'What do you see for yourself?'
- 'How can we work together better on our team?'

NOTE: It's really important when coaching to not let people go to the 'Yeah, buts' or 'shoulds'

IMPORTANT!! Most people don't like to feel like they're being coached but they really appreciate more of questions about how they can get to that next level of awareness

MY JOURNEY NOTES FOR UNIT 10





Unit 11:
**Your 90-Day
Action Plan**

Unit 11

Your 90-Day Action Plan

Measure your improvements large or small and note your observations

My **90-Day Plan** completion date and check-in dates:

Complete Plan By: _____

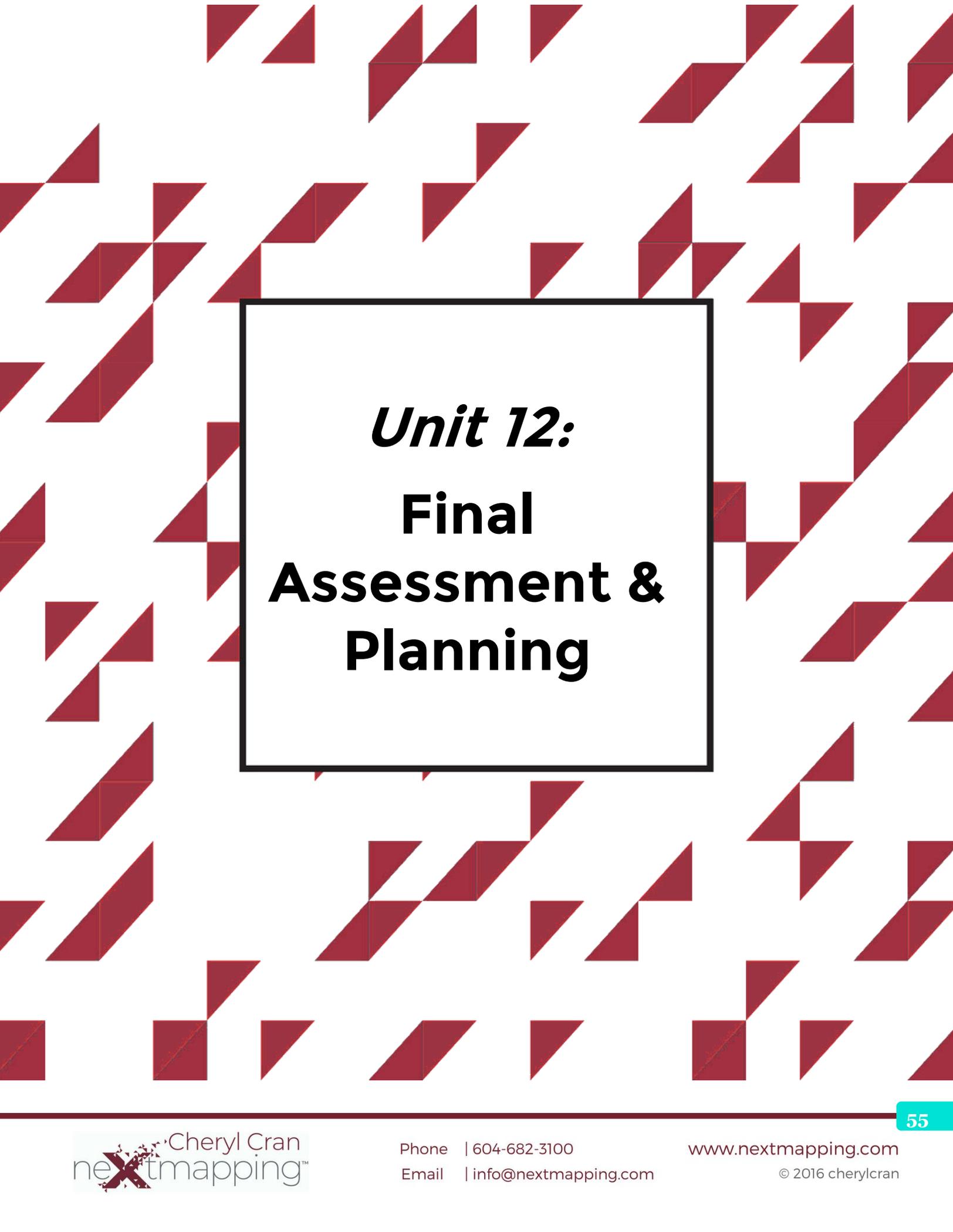
30 Day Check-In: _____

60 Day Check-In: _____

90 Day Check-In: _____

MY JOURNEY NOTES FOR UNIT 11





Unit 12:
**Final
Assessment &
Planning**

Unit 12

Final Assessment & Planning

Congratulations! You have completed the entire course of 'Everyone is a Leader.' You have learned a lot I'm sure. You perhaps reminded yourself of what you may already know in areas such as critical thinking and decision-making, strategic thinking and visionary leadership. All of these components are foundational to leadership. Like anything you must have a solid foundation. There are no shortcuts.

REMEMBER: 'Everyone is a Leader' means that everyone has the capacity to build these skills and to lead. We want to create a workplace where everyone is developing these skills so we can work together more cohesively, collaboratively, and with more synergy and innovation.

Take time to reflect upon the course, write down some areas you still want clarity on and commit to getting the clarity you need.

In addition to the 90-Day Action Plan you did for yourself also commit to sharing your new knowledge and skills with others. Ask them to hold you accountable to you're the new 'Everyone is a Leader' concepts and encourage others in your organization and friends and associates you know out side of your organization to register and take these extraordinary programs.

Now it's time to move onto the next program in your journey; 'Change Leadership' have fun and good luck!

MY FINAL JOURNEY NOTES FOR 'EVERYONE IS A LEADER'

