

What Happens When YOU Or Your High Potential Leader Makes A Mistake?

Just because you are a leader or in a leadership position does not exempt you from making mistakes. Mistakes are made all the time. They are just amplified in a leadership position because everyone is watching. What should you do if you have made a mistake or bad decision?

Do not continue to implement a failing strategy

– Once you realize that the decision or strategy is not working, take corrective actions. Often leaders do not want a public defeat and will continue to push it forward and hope it works. That only makes it a bigger issue.

Admit the mistake & apologize – we all know this is tough to do especially when you are in a leadership role. However, great leaders set the example by not blaming others or coming up with excuses as to why it is not working. Be accountable and focused on the overall company strategy.

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Are You A Leader That
Learns From Your Mistakes?

Looking Back... Looking Forward

As we come to the close of another year, I've always found it a good exercise to look back over the last year to review how I've evolved and grown, the success I've had, significant events, changes in thinking/perspective, etc. This exercise always helps me value the holiday season a little more as well as gain a sense of what I want the next year to be. My first coach, Elizabeth Carrington, got me started on this process

and I've continued it over the years. Here are some questions that might help you 'Look Back:'

- What was fulfilling about the past year?
- What were the disappointments?
(Acknowledge so you can release them.)
- How am I different than I was in January 2013?
- What were my key learning's?
- What do I want to celebrate/acknowledge about the year?
- What was the year really about?

If you had a 'theme' for the year, ask yourself how you did in living it. 'Looking Back' is only a part of the process as we learn from the past and must acknowledge it in order to create the future we want.

The second part of the process is 'Looking Forward' and being intentional and purposeful about what you want the next year to be. This goes far beyond the traditional New Year's resolutions by using the past to propel us forward. To be intentional and purposeful we must know what we want. This reminds me of a scene from *Alice's Adventures in Wonderland*.

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Apologizing for mistakes that affect teams, the public, the board, etc... is very powerful. For example, when Toyota recalled 8.1 million vehicles after a series of accidents due to unintended acceleration causing 89 deaths, the CEO, Akio Toyada, issued a formal apology. This safety issue could have destroyed Toyota, but by not making excuses or blaming, the company has rebounded and is still the number one car company in the world.

Take action – fix the decision or strategy to ensure success. People will respect the leader for admitting the mistake, apologizing, and taking corrective action. When people see determined effort to fix the errors, it gives them confidence.

Use it as a learning opportunity – most people understand that mistakes happen. High potential leaders are the ones that capitalize the experience and make sure it does not happen again. Learning from a mistake and fixing it will cultivate loyalty in the leader and company.

Owning up to the mistake and not blaming others is very powerful. ♦

If you have any questions about how we can help you with your current team building, performance, leadership, or hiring needs, contact us today!

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When Alice arrived at the fork in the road and encountered the Chesire Cat, she asks for advice:

“Would you tell me, please, which way I ought to go from here?”

“That depends a good deal on where you want to get to,” said the Cat.

“I don’t much care where,” said Alice.

“Then it doesn’t matter which way you go,” Said the Cat.

Here are some questions that might help you be purposeful in creating the year you want or where you want to go.

- What do you want to be celebrating at the end of the year?
- What are three key outcomes you want to manifest this year?

Continued on next column –

- What is your theme for the year? What do you want this year to be about?
- What values aren’t being expressed that you’d like to begin honoring?

Looking Back...Looking Forward allows you to build on the past to create a more fulfilling and self-directed future! Without defining what you want the New Year to bring, chances are you won’t achieve it. ♦

If you’d like a partner to assist you in creating a more successful and fulfilling future consider engaging a professional coach. Harmony Coaching & Consulting can help you with that. Give us a call at 901-272-7390 and check out what some of our clients have said about working with us at <http://www.harmonycc.net/testimonials.htm>.

Seven Successful Business Tips

1. Establish your long-term vision. Take a good look at your company and its core competencies and create a written picture of your future.

2. Communicate your vision. Let everybody know what your vision is and ask them what it means to them. This will help you to get buy-in and help others know where you are going in the long term so they can see where they fit in.

3. Establish some core values. By establishing some core values, everyone will know the guidelines of their actions and decisions. Core values allow us to come up with similar answers to a problem regardless of the position of an employee based on our values.

4. Establish your goals. Set long term, (1-5 years) intermediate, (Quarterly, Bi-yearly) and short term goals (Daily, weekly, and monthly) for your entire company.

5. Create action plans for each goal. Make sure you have very specific steps for each goal accomplishment.

6. Challenge everyone to meet the goals. Most people will step up to the challenge and exceed your expectations.

7. Recognize and reward employees for their achievements. This will inspire others to achieve more. What gets rewarded gets repeated. ♦

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Elevating Your Professional Promise

There seems to be a point in everyone's career when things do not appear to be moving in the direction or pace that one had planned on or envisioned. Everyone at one point may have been (or may now be) in a place where they do not seem to be elevating their career. They work hard, play by the rules and still find themselves getting passed over for key positions or as a lead in a special project. Unfortunately, it is not *what they are doing* that's gets them overlooked but rather *what they could be doing* to make themselves stand out.

Just doing a great job is not enough to get to the next level. Let's face it, why would a manager want to put an employee in another position when they are doing a great job in the one they are in? The trick to attaining the next promotion is to carefully orchestrate a strategy that positions successes, aspirations, and skills in the forefront so that leadership takes notice. When you are on the radar, your chances for greater opportunities increase. The following are some insightful incentives to put you out front:



- ✓ **Articulate your goals.** Being a successful and productive team player doesn't mean that you don't have larger goals or ambitions. A manager may not consider you for a position if they are unaware that you want it. It is ok to be content in your current position and aspire to a higher one.
- ✓ **Branch Out.** Expand your daily network and create conversations with those in other areas and key positions. Just by asking about what is going on in another department may provide a lead for your advancement.
- ✓ **Take credit when credit is due.** There is no shame in sharing your accomplishments and all of the hard work that went into meeting that goal. Taking credit for a success is just another avenue to get you noticed.
- ✓ **Expand your skills.** Moving on to the next level may mean having to learn a new skill. By getting that additional certification, you have given yourself an added step up from the competition. Look at what's trending in your field and let that be a guide to what could help set you apart.
- ✓ **Polish your interpersonal skills.** Everyone likes a team player. It is far more enjoyable to work with someone who is personable and people oriented. These skills are even more critical if you are moving toward management. The ability to get along with *all* people at *all* levels will play a pivotal role in your advancement.

Remember the ambition, excitement, and promise you felt when you were searching for the position you are now in? You now need to reposition those thoughts and strategies toward the next level you want to achieve. Think back to how you put yourself forward and landed your current job. This time, take your skills up a notch and let the key stakeholders know that you are ready, competent, and perfect for the next level. ♦

~ By Alison Sfredo, The Training Connection, Inc.



One Minute Ideas

Random Facts About Taxes...

In 1787, U.S. citizens were eligible to vote only if they were taxpayers.

Albert Einstein once said: "The hardest thing in the world to understand is the income tax."

The federal tax code was 400 pages in 1913. In 2010 it was 70,000 pages.

The IRS estimates that in 2007, Americans who didn't pay their taxes collectively owed more than \$345 billion in taxes.

Around 47% of Americans did not pay income tax in 2012. In 2007, before the economic downturn, 40% of households did not owe federal income tax.

The average number of days a person worked to pay his or her 2009 taxes was 103.

Americans spend over \$27.7 billion every year doing their taxes.

It is estimated that the collective cost of tax evasion over the last 10 years in the United States equals approximately \$3.09 billion. ♦

Source: RadomHistory.com

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Exceptional Leaders... Are Transparent

Leaders who are transparent live their values. Those with whom they work see an authentic openness about their beliefs, their feelings, and most importantly, their actions. This transparency allows for integrity and building trust.

Exceptional Leaders are willing to let themselves and others be human. What you see is what you get. They don't have to be perfect. Their actions and the reasons behind the actions are obvious and known to everyone. There are no hidden agendas or elephants in the room.

Authenticity is attractive and can actually inspire and energize others to follow.

Thought Provoker

How open are you? Are your actions and motivations apparent to others? Or perhaps do they see manipulation?

- ✓ Are you willing to not appear perfect, admitting mistakes and faults?
- ✓ Do you confront unethical behavior in others rather than turn a blind eye?
- ✓ Are you willing to express your excitement and joys as well as your sadness and frustration?
- ✓ What part of **YOU** needs to be revealed in order for others to know how exceptional you are? ♦

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"Leadership and learning are indispensable to each other." ~ John F. Kennedy



Schedule of Public Courses

The following courses are being offered to the public by Harmony Coaching & Consulting. Click on the associated link for more information on the program or to register.

Course Title	Date(s)	Time	For More Information/Registration
SHRM Learning System® is the preparation course for the HR Certification Exam <i>(Every other Saturday)</i>	Every Other Saturday 2/22/2014 – 5/03/2014	8:30AM – 4:30PM	www.cbu.edu/shrm
The Accountability Experience™ is a one-day workshop that helps participants discover the powerful personal and organizational benefits of individual accountability.	TBD	8:30AM – 5:00PM	Click here to Register
The Coaching Clinic® is a two-day workshop for executives, managers and leaders to experience and learn coaching skills and competencies.	TBD	8:30AM – 5:00PM	www.harmonycc.net/coaching-clinic.php

