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MAY 24 – 26, 2021

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CONDUENT



ERICSA BOOK CLUB 2021

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SIMON SINEK

LEADERS EAT LAST





Presenter: Rosalyn L. Guy-McCorkle, IV-D Attorney, Allegheny County, PA

- What makes me a good leader, my ability to maintain the “Circle of Safety”
- identify the strengths of each person and utilize those strengths in assigning work
- When things don’t go as planned refrain from criticism or blaming and instead use the misstep as a learning experience
- Always shield your people; only the inner circle knows the truth of why something went wrong



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WHY WE CALL SOMEONE LEADER



Are you looking for recognition
for your work or is empathy
enough?

**the ability to understand and
share the feelings of another.**



Sacrifice and Service

If as leaders we provide coverage for the people that we manage, will they in turn look out for each other as front-line workers and if so, how does the following play a role in our leadership:

1. dopamine- the feeling of satisfaction from achieving goals

2. serotonin- the feeling that others like and respect us; approval from those that we manage is necessary to our success

3. oxytocin- the feeling of people we manage as more than co-workers but as family.



Circle of Safety

Under your leadership have you created a safe and healthy environment :

How does the current pandemic impact the environment you created and what changes do you need to make to get back to your Circle of Safety



Do Leaders Eat Last Because of the Environment or Because of Limited Resources



As we sit here today, have you figured out if your management style is conducive for the “work from home” staff or were you required to “pivot”



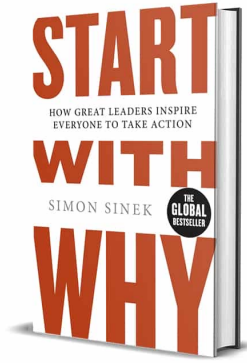
Is your management style so structured that you were unable to “pivot” outside of the company handbook



Did the pandemic make you aware of new skills within the people that you were managing based on their work performance during the pandemic



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FIND YOUR WHY



A PRACTICAL GUIDE FOR DISCOVERING PURPOSE FOR YOU AND YOUR TEAM

By Simon Sinek



Start with WHY?

- WHAT WE DO – We are hired to do a particular job. We usually have a job title or description that tells what we do.
- HOW WE DO IT – We are trained or told the mechanics of doing the job, so we often can explain how we do it.
- WHY WE DO IT – This is the heart of the matter. Why do we do the jobs we do? Is it just to get the result of a paycheck? Or are there other reasons why we do the job we do? That would be the WHY.



Discover your WHY!

- None of us wants to go through life like a robot – getting up, going to work, eating dinner, watching television, going to bed, and repeating the process again the next day. We need joy, purpose, passion, and fulfillment in our lives.
- Your WHY makes your career (and your life) worth living.
- Sinek says that we only have one WHY. WHY is an origin story.
- WHY is an inspiration story. What inspires you?



The WHY Discovery Method

- Chapter 3 of the book is dedicated to explaining how an individual can discover his/her WHY. Sinek calls it “panning for gold in the river of your past.”
- Many people do not know what their WHY is. Why is not a paycheck. If that’s all you have, you are probably not happy with your job.
- The book contains recommendations on how to discover your WHY.
- It is good to find a partner to help you.



WHY Discovery for Groups

- Chapters 4 and 5 relate to working as a group to understand the WHY for the group and the WHY for the individual. Sinek calls this “the tribe approach.”
- The concept he uses to teach the tribe is called “Nested WHYs.”

Tree = Organizational WHY

Nest = Division or Team WHY

Bird = Individual WHY



The Tribe Approach

- Facilitator for group session
- Build the foundation (the tree trunk) with a group of 10 – 15 (with an exception for groups of less than 10)
- Schedule enough time
- Choose the right setting
- Run the discovery process
- Share stories
- Find the WHY for the organization.



State your HOWs

- HOW we do it. What are the actions you do on a daily basis to make the organization succeed in reaching its goals?
- HOWs are your strengths.
- Difference between Core Values and Hows.
- Core values are statements.
- HOWs give them life and reality. They are the actionable statements that are demonstrated.



Take a stand!

- Do the things that you say you believe.
- Share your WHY.
- Share the tribe's WHY.
- LIVE YOUR WHY!



OTHER SUGGESTED BOOKS

Child support colleagues have been published and you may be interested in reading their books. Both are available on Amazon and on other booksellers' websites.

Jeff Ball and Mary Ann Wellbank

THE INSIDERS GUIDE TO CHILD SUPPORT: HOW THE SYSTEM WORKS

Irma Neal

LEADING IN CHAOS: INSIGHTS TO LEAD THROUGH THE STORMS



Keep reading!
We hope you enjoyed the
book club!

