



ERICSA

1963 - 2023

A GEM 60 YEARS
IN THE MAKING

SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

The Power of Positive Leadership

April Graper - Moderator
Consultant
Maximus

Robbie Endris – Presenter
Regional Director of Child Support Services
Conduent

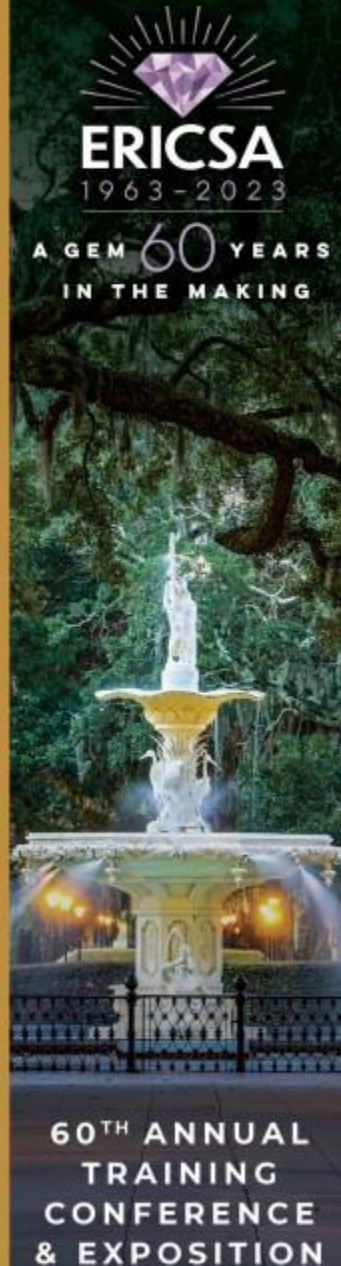
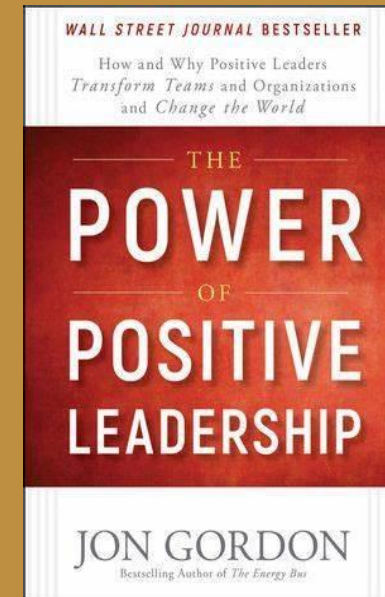
Kimberly Newsom Bridges - Presenter
Client Account Partner
CONDUENT

David S. Gillen – Presenter
Regional Manager – East Central Florida
Florida Department of Revenue Child Support Program



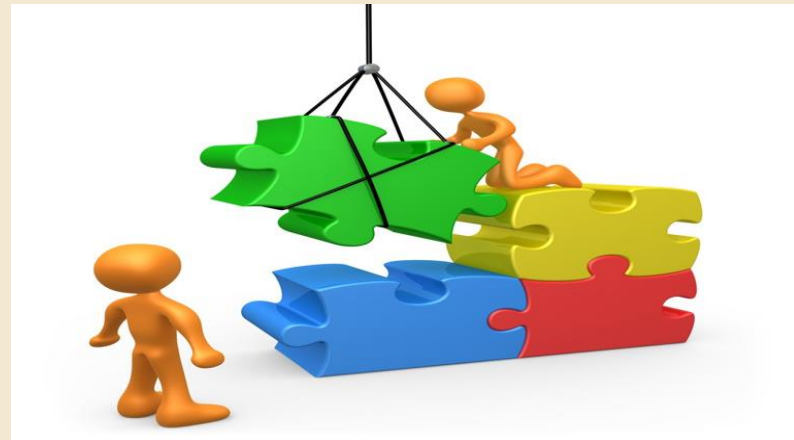
Session Description

Jon Gordon's book, *The Power of Positive Leadership* teaches that organizational performance results are the byproduct of your culture, teamwork, vision, talent, innovation, execution, and commitment. His book explores how to bring it all together to become a powerfully positive leader. During this workshop you will discover the true drivers of short and long-term success. Learn what leadership is really about. Cultivate the habits and outlook of successful leaders. Strengthen your people and let the results speak for themselves.



The Framework

- Positive Leaders Drive Positive Cultures
- Positive Leaders Create and Share a Positive Vision
- Positive Leaders Lead with Optimism, Positivity, and Belief
- Positive Leaders Confront, Transform and Remove Negativity
- Positive Leaders Create United and Connected Teams
- Positive Leaders Build Great Relationships and Teams
- Positive Leaders Pursue Excellence
- Positive Leaders Lead with Purpose
- Positive Leaders have Grit



Positive Leaders Drive Positive Cultures

- What is a managers most important job?
 - Create a positive culture that encourages people, fosters connected relationships, empowers people to grow and provides opportunities
- What does a manager stand for?
 - What do we stand for?
 - What do we want to be known for?
- What should managers invest in?
 - Culture
 - People
 - Themselves



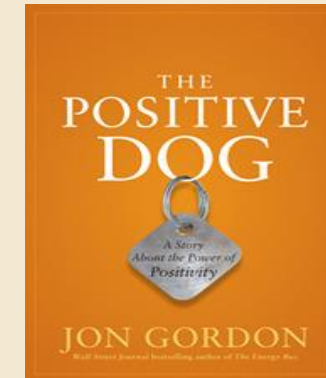
Positive Leaders Create & Share a Positive Vision

- Keep the vision alive – Marathon example
 - The fewest # of runners quit in the first mile
 - The 2nd fewest runners quit in the last mile
- Make the vision come alive
 - Employees must believe and understand how they contribute to the purpose of your vision
- Telescope vs Microscope Exercise
 - Microscope helps for zoom focus on short term activities to realize the vision of your telescope
 - The telescope helps you dream the vision



Positive Leaders Lead with Optimism, Positivity, & Belief

- Feed the Positive Dog
 - We all have 2 dogs inside of us, one positive, one negative
 - Each day we have a choice which one to feed
- Tell yourself a positive story
 - The stories we tell ourselves determines the life we live
 - How do you act in the face of adversity?
- Leadership is a transfer of belief
 - Share your beliefs with your team
 - Be positive
 - Be sincere
 - Be optimistic



Positive Leaders Face Negativity

- The 1st step is to transform
 - Face the negativity and try to transform it
 - Listening with empathy and showing love increases the likelihood of a transformation
- The 2nd step is to remove negativity
 - If you can't transform the negativity then it must be removed
- Implement the No Complaining Rule
 - You are not allowed to complain unless you also offer one or two possible solutions



NO COMPLAINING



Positive Leaders Create United & Connected Teams

- Team beats talent when talent isn't a team
 - Teamwork outweighs individual talent
- Collaborate and facilitate
 - Authoritarian leadership no longer works
 - Servant leadership creates stronger relationships
 - Rules w/o relationships leads to rebellion



Positive Leaders Build Great Teams

- Communication is the key to success
 - Communication builds trust
 - Trust generates commitment
 - Commitment fosters teamwork
 - Teamwork delivers great results
- Listening is communicating
 - The best communicating is listening
 - The best listeners truly hear what a person is saying
- Serve to be great
 - What is Servant Leadership?
 - Great leaders are great servants



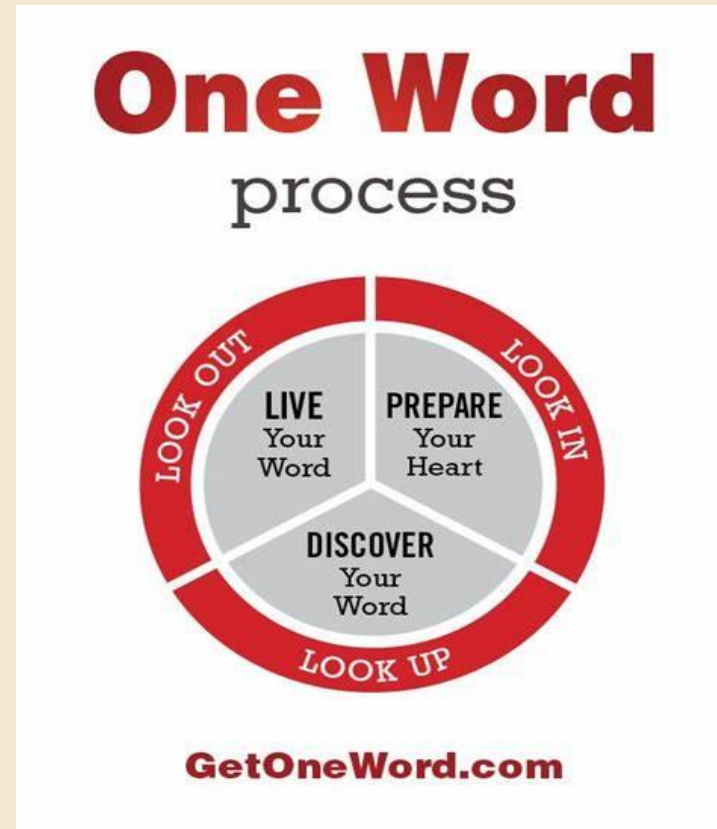
Positive Leaders Pursue Excellence

- Humble & Hungry
 - Life-long learners
 - Humble and prepared to achieve greatness
- The one percent rule
 - A simple rule that all leaders can practice
- Clarity & action
 - Simple is powerful
 - Clarity leads to focus & action
 - Action leads to results
- Optimism + clarity and action = tomorrow's reality



Positive Leaders Lead w/Purpose

- Find and live your purpose
 - Why do you lead?
 - Why do you do the work you do?
- Share the purpose
 - The vision is where you are going
 - The purpose is why you are going there
- One Word Exercise
 - Leaders can practice individually and with their teams



Positive Leaders Have Grit

- Trust the process
- Embrace failure
- Ignore the critics
- Implement this saying into your philosophy:
 - Show up and do the work



Lead the Way Forward



THE POWER OF A POSITIVE YOU

7 STEP ACTION PLAN
— JON GORDON —



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The Power of Positive Leadership



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