

Building Leadership Trust

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Mid Florida/ Orlando Chapter

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Introductions

- *Lisa Ross has been an active member of APICS since 1986 and has served in a variety of roles. She was the APICS Regional Vice President for North Carolina, South Carolina, and Virginia and also the Chair of the 2006 Governance Committee. During her term on the International Board of Directors, Lisa was an instrumental part of the Chapter Development Committee (CDC) and Chair of the CBAR Committee. She has held all active chapter positions, including Chapter President for Champlain Valley in Burlington, Vermont and for the Triangle Chapter in Raleigh, North Carolina. Currently, she is the Treasurer of the Triangle Chapter. She is a Train the Trainer (TTT) and Learning Dynamic (LDI) instructor. Her most recent role was as the 2010 APICS International Conference Chair. Lisa Ross is a dynamic speaker who has provided a variety of APICS presentations.*
- *Lisa began her 20 plus year career as a manufacturing parts expeditor, planner, master scheduler, team manager and a customer operations manager. She also worked for an integrated supply chain management company offering 3 PL supply chain solutions and turnkey operations for large OEM companies. For ten years she was a Customer Team/Operations Manager and was most recently the Innovation Manager for Burt's Bees in Durham, North Carolina. She is now the sole owner of SEAMS NICE; a custom sewing business.*
- *Lisa is married to Marty Ross and has two sons; Jared, twelve and Jack Nelson, seven. In her spare time, she volunteers at the PTA and enjoys quilting and crafting.*

Objectives

5 Discoveries for Leaders

Building Blocks for Success

Waves of Leadership Trust



5 Discoveries for Leaders

- **#1 *Great Leaders drive a stake in the ground for the cause***



What is a cause?

- Big and Bold
- Inclusive
- Non Financial reason for doing what you do
- Fixes something that is wrong
- More than a GOAL
- Gives MEANING to peoples lives



Cause is not the Mission Statement

A cause provides:

- Purpose
- Creates Passion
- Builds Culture

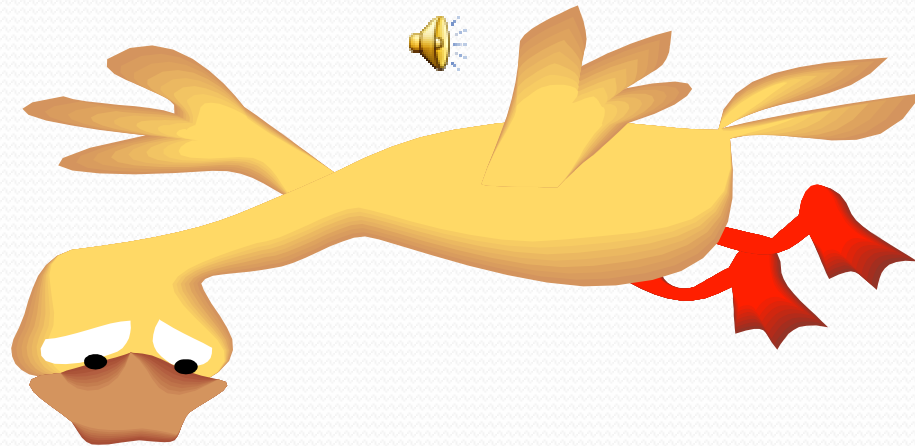


It's all about CULTURE

- The right culture is the ultimate competitive advantage

5 Discoveries for Leaders

- #2 Great Leaders LET GO





Letting Go

- Must constantly challenge every process to remove waste
- Use conventional wisdom
- Let go of EGOS
- Doing the same old thing gets the same old results

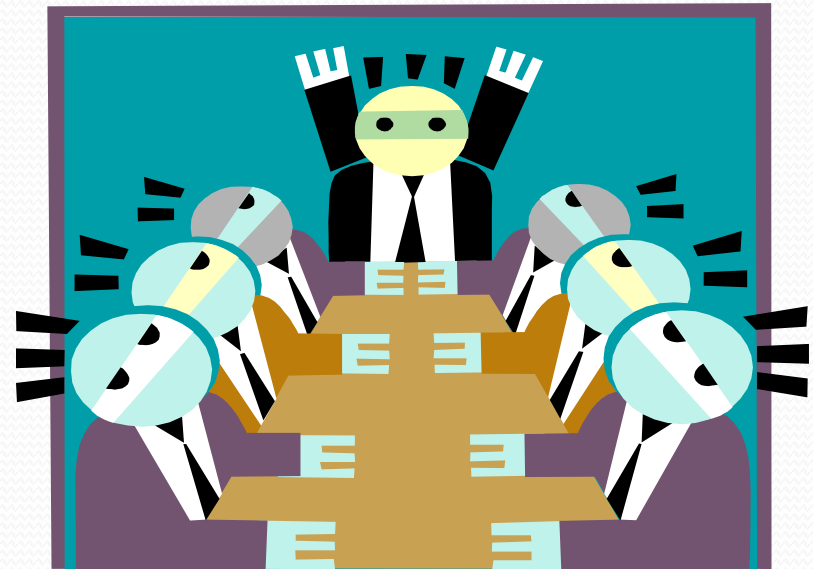


When you let go

- Better able to deal with CHANGE
- Stay focused on your rivals and allows innovation to really take place
- Best thinking occurs when limitations are few

5 Discoveries for Leaders

- #3 *Great Leaders make sure everyone knows the strategy*





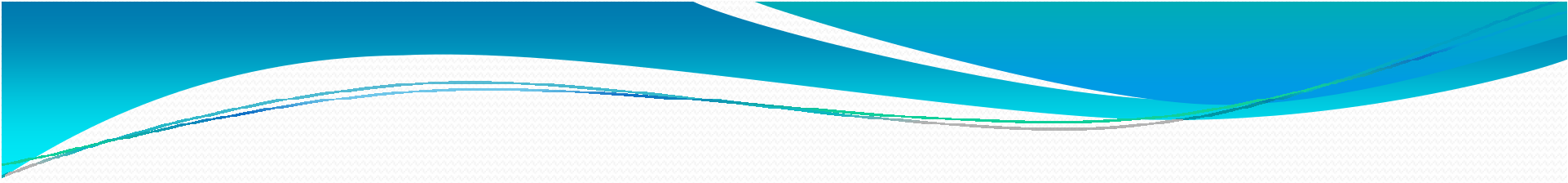
Share the strategy

At every opportunity;

Post on hallways, break-rooms, lobbies and
manufacturing space

Common meeting areas.

Conduct monthly or quarterly all hands
meeting so everyone is involved

- 
- **Secret strategies DO NOT work!**
 - Zero accountability
 - Cut corners and illegal things can occur
 - People not as connected if emotionally not involved...WIIFM

5 Discoveries for Leaders

- **#4** *Great Leaders get everyone to think and act like owners*





Add Value

Thinking like an owner adds value

Everyone has a stake in the success of the business

Being part of the solutions for increased performance and profits



5 Discoveries for Leaders

- #5 *Great Leaders are stewards*



Stewards :

Show service over self interests

Authentic mentoring

Shares information

“Keep their hands dirty”

Provide guiding principles

Eliminate superficial distinctions

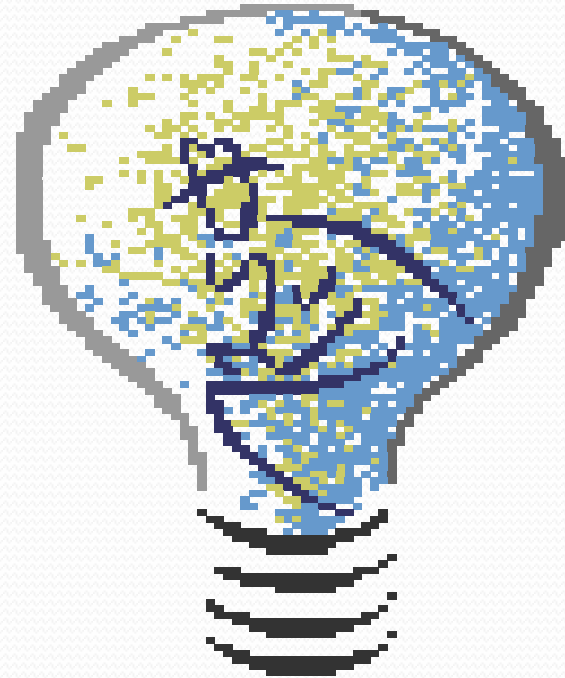
Make it better than you found it

Are called to service

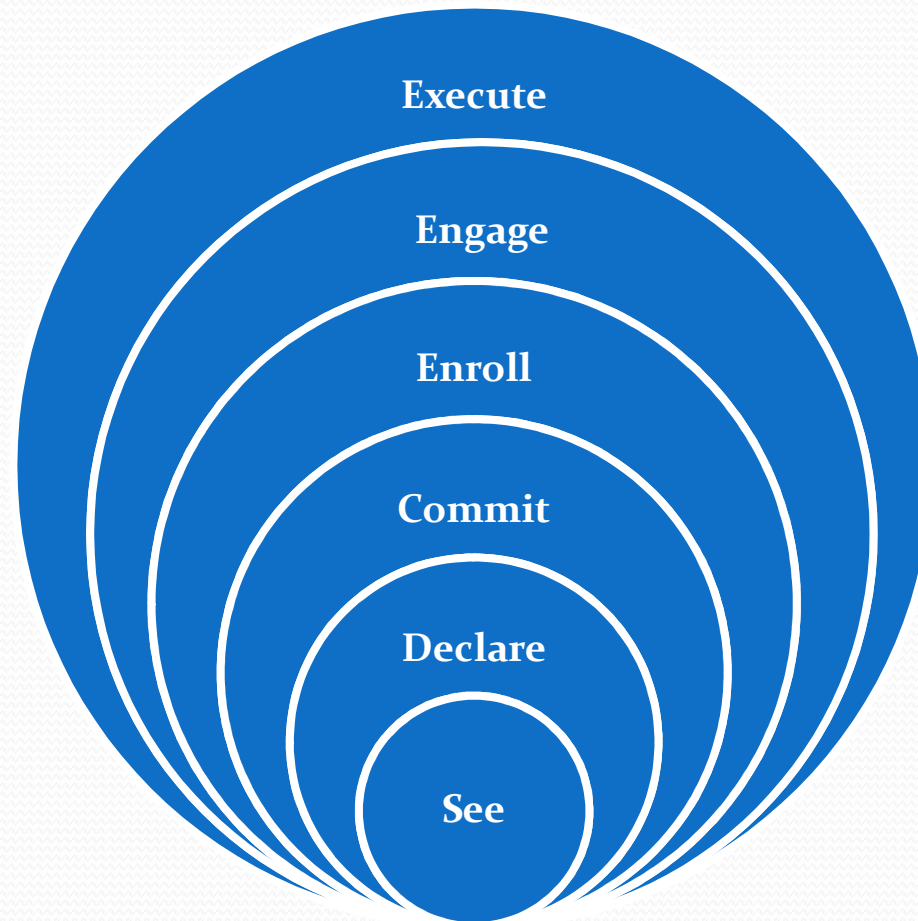
Thought Challenge

- Create a mental image of leadership traits.....
- Yourself
- Leader you admire
- Leader whom you do not want to emulate

What do you want to be like?



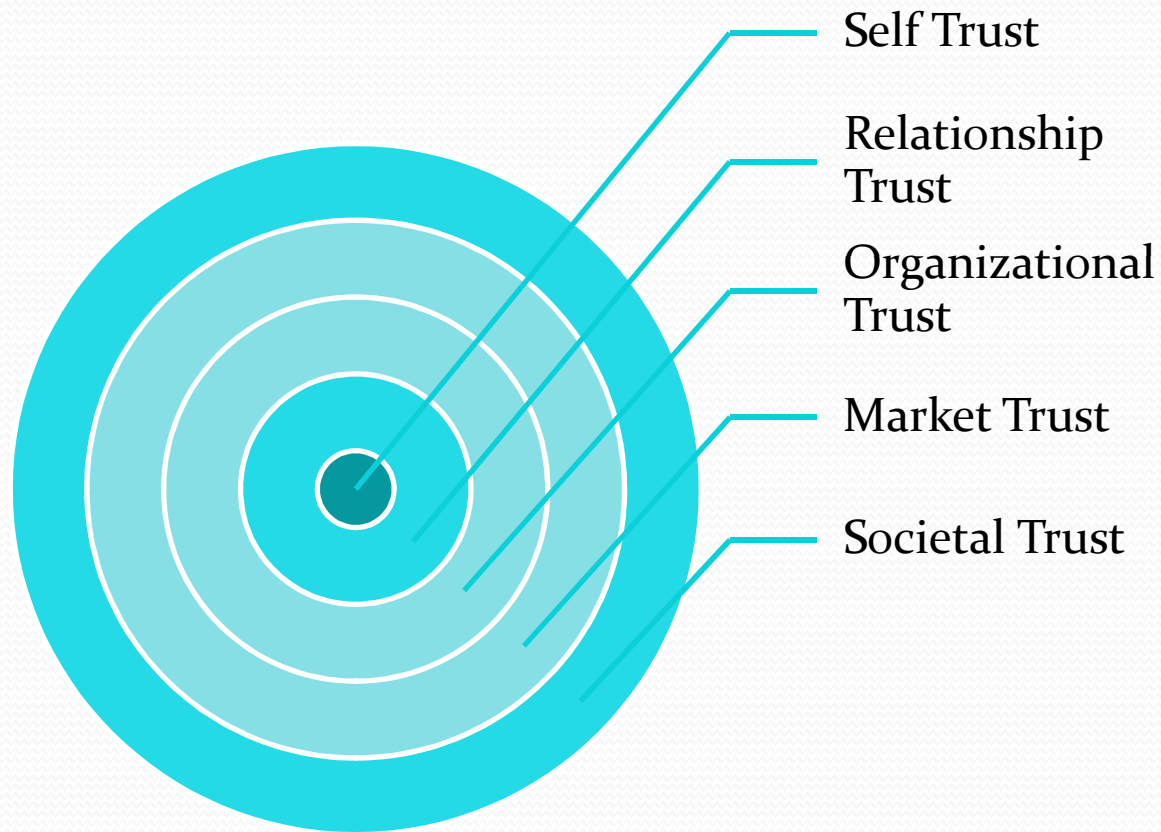
Change Management



THE 5 WAVES OF TRUST



5 Waves of Trust Model



Self Trust

- 4 Cores of Credibility

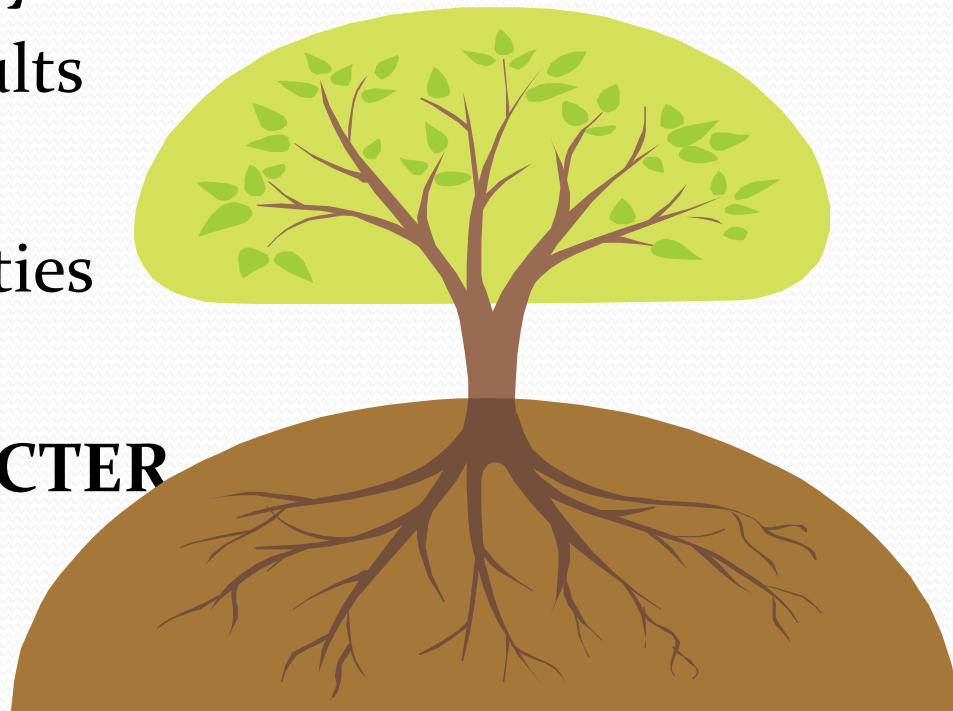
4. Results

3. Capabilities

2. Intent

CHARACTER

1. Integrity





4 Cores of Credibility

- #1 Integrity... Are you congruent?
- Increase your integrity by:
 - Making and keeping commitments
 - Stand for something
 - Be open



4 Cores of Credibility

- **#2 Intent**
- **What is your real agenda?**

Intent is defined as plan or purpose.

3 Factors of Intent

Motive: reason for doing something

Agenda: comes from motive, what do you intent to do

Behavior: manifestation of motive and agenda



4 Cores of Credibility

- **#3 Capabilities**

Are you relevant?

TASKS

Talent	Natural gifts and traits
Attitudes	Our way of seeing and being
Skills	Our proficiencies
Knowledge	Learning, insights, understanding
Style	Unique approach and personality



4 Cores of Credibility

- **#4 Results**

What is your track record?

Results matter

Matter to your credibility

To you ability to establish and maintain trust

Define results for you

Take responsibility for your results

Expect to win and Finish strong



13 Principles of Behavior

- **Talk Straight**
- **Demonstrate Respect**
- **Create Transparency**
- **Right Wrongs**
- **Show Loyalty**
- **Deliver Results**



13 Principles of Behavior

- **Get Better**
- **Confront reality**
- **Clarify Expectations**
- **Practice Accountability**
- **Listen First**
- **Keep Commitments**
- **Extend Trust**



Leadership Trust is built on

- Being an ambassador for hope
- Giving more than you have
- Leave more than you take
- Give praise to your inner circle
- Accepting gratitude openly



GRACE Principle

- **Genuine Leadership**
- **Restore Relationships**
- **Amicable partnerships**
- **Complete Ownership**
- **Effective Stewardship**



Summary

- ❖ 5 Discoveries for Leaders
- ❖ Building blocks for success/ Change Management
- ❖ Waves of Trust
 - Self and Relationship/Behavioral Trust
- ❖ Leadership Trust

Think about it

- *What kind of Leader are you?*
- *Are you a Leader that has TRUST?*
- *What changes will you make to be an even better Leader tomorrow?*



Thank You!

Lisa Ross

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Resources

- “The Speed of Trust” by Steven M.R. Covey
- “Hit the Ground Running” by Jason Jennings
- “It’s Your Ship” by Captain Michael Abrashoff