

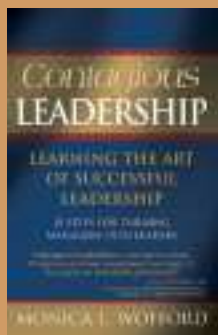
LESSONS IN LEADERSHIP

The Keys to Being Contagious in Life & Leadership

by Monica Wofford



You can LEARN to lead others at the office!



If you have not picked up your copy of *Contagious Leadership*, let me share with you what others are saying about it:

"Monica writes just as she speaks. She is lively, entertaining humorous, and tells it like it is."

"Contagious Leadership is a delight to read and a great seminar in book form!"

"Jack Canfield's glowing recommendation of your book made me want to get one for everyone in my office!"

What if you could learn how to super charge your skills, lead like those who are the most highly respected, and reduce the amount of issues you have to deal with on a team of diverse employees? You can. Keep reading to learn how...

Followers: Friends or Front Line?

You used to be their buddy and now you're their boss. You used to willingly join them for drinks after work and now you are worrying over writing their performance reviews. When you get promoted into leadership, what happens to those friendships that you used to have with your colleagues? Some organizations will tell you that friendship is impossible, even prohibited. Contagious Leaders can and should be friends with those they lead; it is merely the definition of "friends" that we may benefit from clarifying.

Contagious Leadership was written in part because of the frequent occasions sited in Corporate America in which a person was seen to be a "great widget maker" and so a manager said "Oh wow you would make a great widget maker manager!" and proceeded to promote this front line person. Let's reserve conversation about the fact that these two positions vary widely in skill sets, as well as, skill in one does not correlate to skill in another, for another newsletter and focus simply on what this does to the person who becomes the new manager.

If you were my friend one day and then not my friend the next, I might begin to think "you believed you were too good to talk to me" unless of course, you talked to me first. Yet, how many new managers feel comfortable having that conversation or have TIME to have it while learning the new job in a baptism by fire modality.

Let's face it; a new promotion is not always easy on the friend circle unless you have one supportive group of friends. What is more often the case is a series of resentments, "I should've gotten that job", backbiting, or even sabotage, so here's what you do. When you are promoted to a new leadership position:

- Ask your promoting leader when you can tell the team the news
- Ask permission to alert them before the news goes public
- Openly discuss what is going on, when it will be effective and what will change; address the issues of negativity
- Save your expectations and new directions for meeting number two and give them a chance to get adjusted to the new information.
- Try to hold this meeting on a Friday, or end of shift, so that those with issues have a chance to think on it for a couple of days.
- Let them know the company's policy on being friends and how you are planning to handle any friendship changes that may occur.

Contagious Leadership will teach you how to:

- Value each employee or volunteer for their uniqueness
- Simple ways to **boost morale** without busting your budget
- The keys to **motivating** for better performance
- 4 ways to **recognize** performance that will create more
- Clearly explain your expectations that others can follow and will **want to follow!**
- Improve **your own sense of confidence** in your decisions and ability to lead!

Leaders are grown and not born, yet when was the last time you watered that growing seed of leadership within you? You can't stay the same day after day and expect change or growth to occur. What will often happen is those that you lead will grow beyond your skills and may be promoted around you in spite of you and instead of you.

Learn to lead every day and put to use the skills you will learn in **Contagious Leadership TODAY**, even if all you lead are the voices in your head.

Request your very own autographed copy of **Contagious Leadership** today. Don't wait because time won't wait and neither will those around you.

Call 1-866-382-0121 or go to www.monicawofford.com

Realize for yourself that this is a process and that some will respond better than others. Realize also that if you abandon those that you used to be friends with that are now reporting to you and still remaining members of the front line that you may face more problems than a leader hired in from the outside with no history. You can do it. You can have it all if you employ mutual courtesy, respect, and professionalism.

The people Contagious Leaders lead are in fact, just that, PEOPLE and if you treat them as such, you may have a gift for appreciating where they are and what they experience, far more than someone who hasn't "been there, done that". That could work in your favor and help you to build one phenomenal team of productive followers who enjoy working with you. Followers are not limited to being friends OR front line and can be both.

Contagious Leadership Lesson –

From *Contagious LEADERSHIP*, the book

Your journey toward Contagious Leadership is just that, a journey. The new business card, the new office or cube, and the new title, does not a leader make. However, a good dose of communication, compassion, and concern for the feelings of those you lead will take you farther than any new shiny business card at the next staff meeting. Followers do not respect your title in most industries; they respect who you are and how you treat them. Plan today to schedule your conversation that will address open issues from your promotion, clear the air and you may well clear your path to success.



Be Contagious... with your words.

“If people treated customers like their family, we would have a much worse customer service epidemic in this country. However, if people treated customers like a prospective date, we would have no issues at all.”

“Knowing what to say is good,
Knowing when to say it is better,
Knowing how to say it,
Is best.”

“Confidence is doing what you believe is right, not just what you believe will produce results.”

“If your attitude is bad,
Your life will follow.
If your attitude is good,
Your life could be that way,
If you follow up your attitude with actions.”

“Your business is only as good as the people who work WITH you.”

“All of life is a journey.
The scenario, terrain, and destination are all a result of a path you choose while traveling.”

Enjoy these quotations and more in Contagious Quotations and remember that when you “Change the way you look at things, the things you look at change.” Consider these and your own thoughts before you make your own words memorable.

Lead your Customers with Contagious Customer Service

The sign on the door opening up to the front desk of my hotel said

“YOU ARE ENTERING A CUSTOMER AREA! Only enter here if you are prepared to speak to and help customers in a service oriented manner.”

Everyone I talked with seemed to have read the sign and followed the directions. They were friendly, courteous, and full of delight. Are the employees in your organization reading the sign?

Later on that same day, I spoke with the manager of the hotel and mentioned his sign, complimenting him on the innovation. He shared with me the way it came about. It turns out there was a line of customers waiting to check in and one employee walked out to the front desk, checked the mail, sorted through paperwork and ignored the customers until someone said “Uh, excuse me, can you check us in?”

Talk about turning a bad situation into a good one. Has anyone made a customer faux pas in your organization lately? Maybe you could turn it around into something better for your customers and for your company.

Lead Your Life with Contagious Confidence

Ralph Waldo Emerson said “You are what you think about all day long” Brian Tracy delights us all with “You are the average of the five people you hang out with the most”. That seems to lead us to the fact that the thoughts you and those you hang out with all day long are of paramount importance.

Think about it, you are what you think about. Are your thoughts leading you to greater confidence, stronger momentum, and better performance? If not, whose responsibility do you think it is to change the way you are thinking?

Confidence is not merely a product of thinking, though. It is what you think about. It is what you worry about, fear and focus on. You bring it all to light when you focus on what you are afraid will happen. In fact, maybe we should modify Emerson’s thought to “You are what you worry about.” If you are to be the best leader of your own life, you have to be the best steward of your own thoughts and many of them are from the school of MSU. (Larry Wilson, of Play to Win, tells readers that most of us graduated from MSU with honors.) MSU stands for Making Stuff Up. What are you making up in your mind today and is it hurting your confidence level or helping your ability to have Contagious Confidence?

**Orlando readers
make note!**

**Monica will be
presenting**

**Create Contagious
Leadership
at
The Knowledge Shop
On
April 13, 2006
9:30-12:30pm**

Go to

www.theknowledgeshop.us

**to register your office
today. Spaces are limited
and course cost is only
\$49 per person!**

**This is a limited time
offer with limited
seating!**

Again the link is

www.theknowledgeshop.us.com

Have You Hired a Coach to Improve or Are You Still Saying I Can Change, Year after Year?

Coaching is no laughing matter and the right one can make all the difference. There are life coaches, team coaches and yes, even leadership coaches. A leadership coach will:

- Give you a safe sounding board with which to discuss delicate situations
- Suggest new skills for your unique circumstances
- Customize a solution just for you and the team you lead
- Make you look good with your boss when you appear to have the solutions that you didn't have to ask him or her for

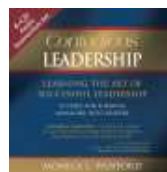
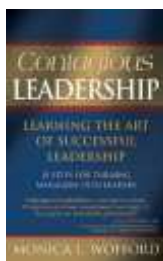
Jackie O had an etiquette coach, Princess DI had a speaking coach, and professional athletes have coaches that are the key! What are you waiting for to take it to the next level and make that transition from manager to leader more smoothly?

The Contagious Leadership coaching program is waiting for and will cost you less than the five visits to Starbuck's you made last month. Join the host of future successful and famous leaders who have become a part of the Contagious Leadership online coaching program and join the path to success in your leadership journey.

Sign up TODAY at

<http://www.monicawofford.com/coaching.php> !

Monica L. Wofford



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