



# ODA/Management Review

## Leading

### A NOTE FROM JOEL

July 2021

This month we will continue our theme of individual skill building.

We have discussed this for a Sales Pro: Asking for the Order.

And for a Manager Pro: Asking for Performance.

You might be asking yourself at this point: "What right does a manager or sales rep have to ask me to do anything? If you were on the receiving end of that "Ask," how would you feel?"

We have found that the key to asking is a mixture of authority and reputation.

The Sales Rep sells products which have a track record of success giving him the authority to ask for an interview with a prospect. And the continued success of that product builds a reputation. He is a lifetime learner picking up tricks of the trade wherever he goes.

The Manager Pro stays on top of his trade and works well with other departments in the firm and gets people's attention. Shares advice for the workers to build rapport. Understands the company goals and makes sure his/her department is contributing to that path.

Although their roles are different, these are Leadership Behaviors.

We follow leaders because they have been there and done that.

Here are a few Leadership Behaviors:

- First in line for a new idea
- Engages improving things
- Not afraid to take a risk
- Takes responsibility
- Shares ideas with other leaders
- Celebrates new concepts
- Starts with a written plan
- Observes what is going on
- Measures the resulting change
- Trains others to make it work
- Closes the loop to build long term improvement
- Repeats

What is the environment in your department?

What is the culture in your firm?

Regards,

*Joel*



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