

Turbo Leadership Systems™

The **TURBO** **Charger**

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To our clients and friends

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Guidance Systems



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*Correction
guides peak
performances*

Steve, owner of a fire suppression company in southern Oregon, told Session 8 of Turbo's Leadership Development Lab (LDL):

"After learning and practicing Turbo's 5-Step DARE+ Correction Process:

Describe the observed unacceptable behavior

Ask "What happened?" Listen carefully to the response.

Restate the Acreed-to standard

Emphasize the reson the standard is important

+ Ask for their agreement to perform to the standard

at Session 5, I decided to give it a try. I noticed after reviewing our vehicle GPS reports that one of my sales technicians had a number of excessive speed entries on his driving log. I asked him into my office and after discussing other topics, I mentioned that I had noticed a lot of excessive speed entries on his GPS log. He quickly acknowledged that the GPS log was probably correct, admitted that he seemed to have a lot of miles between clients, and had a tendency to be a lead foot. I reminded him of our standard of adhering to the speed limits. I had worried that he would come up with lots of excuses. We talked about why our speed limit standard is important as it promotes safety, better fuel economy, and less wear and tear on our vehicles. He acknowledged this and agreed to make every effort to comply with our standards. I ended the meeting on a positive note by reminding him how important and appreciated his part on the team is to the company.

"The lesson I learned from this experience is to be proactive when I see a performance problem with any of the associates on our team. In the past I would have been more passive, hoping the problem would go away.

"The action I call you to take is be proactive in the enforcement of your company's performance standards. By using Turbo's DARE+ Correction Process, you can make corrections without being overly confrontational. Utilizing this formula creates a comfort zone and allows you to feel more confident when confronting problems.

"The benefit you will gain is the self-confidence to deal with disciplinary issues as they arise and not let them boil over until you or they blow up. You will be seen as a competent, professional leader your team respects and the performance of your organization will continually improve."

The subject of accountability or the lack of it is everywhere. There is evidence that it may be more difficult today to find people who have the self-discipline to adhere to high standards without outside coaching, direction and yes, discipline. The leader who resorts to harassment, sarcasm, attacking or ignoring poor performance is derelict in their responsibility and will never earn respect or get the results required to create a high performance team.

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