

On Time

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She works for me!

Ben, Foreman for JH Kelly, a Vancouver based construction firm providing services to commercial facilities, told Session 8 of the Leadership Development Lab™:



"My job finished up a few weeks ago, so I began helping another foreman on our St. Helen's High School project. He assigned a lower term apprentice to me. He told me that she had been having some punctuality issues, failing to show up for work and worse, not letting the foreman know in advance she was going to be gone. The foreman asked me to do what I could to nip this issue in the bud, get her back on the straight and narrow.



"While I was working with this apprentice over the next three weeks, I didn't get a chance to get after, correct her about punctuality, or attendance. She was always on time and never missed a day's work. She actually did an excellent job with her

craftsmanship and her productivity showed a great work ethic. In all the three instances when I left the job early to go to my Tuesday afternoon Turbo class, Delaney did the tasks I laid out for her with diligence and accuracy. Instead of correcting her for something she hadn't done, I decided to give her some empowering praise to boost her confidence



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*Are you ready to
Thrive in '25?*

and help her with any future punctuality issues.

"So, when I came in last Wednesday and reviewed her work from Tuesday afternoon while I was gone, I told her, 'Delaney, you are so dependable. The way you followed my instructions and completed all this work by yourself proves your dependability. As you continue to apply this strength, you will earn your part as a key member of our JH Kelly team.' Delaney beamed at this compliment and seemed to step up her game even more!

"The lesson I learned from this experience is that empowering praise is far more effective and constructive than criticism or complaining.



"The action I call you to take is to use empowering praise instead of the 3 C's – Criticizing, Condemning and Complaining. Your team will have a much more positive attitude.

"The benefit you will gain is a committed team that continues to improve in your positive work atmosphere, and you will consistently 'beat the bid.'"

There's a lot going on in this story. Who knows what had gone on before between Delaney and her former foreman? What we can be sure of is when we see someone step up their game and call them out on it with the power of praise that names the quality you would like to see more of, you can expect and will see that quality continue to grow. This is a genuine "win-win."

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*It is easy
to spot
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behavior
you see.*

How To *Thrive In '25!*

Elon Musk says, "*We are at the dawn of a new era,*" what is being called "*The Golden Age.*" What will your team do to *Thrive in '25?*

Learn about Turbo Leadership Systems'
How to *Thrive in '25!* Workshop (1-4 hours).
For availability and investment call
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