

How to Engage & Motivate Your Green Industry Team

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Part A. Understanding Leadership

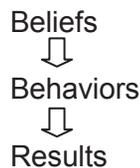
1. Two forms of leadership are:

- a. _____ Leader focuses on tasks.
- b. _____ Leader focuses on improving who he or she leads.

2a. An exceptional leader asks these 3 questions:

- a. What do I need my team to _____?
- b. What do they _____ in order to do that?
- c. How can I get them _____?

2b. In order for your team members to be at their full _____ you must be able to influence their:



3. Four critical questions your employees have for you and your management team:

- Do you _____ me?
- Do you _____ me?
- Can I _____ you?
- Do you know _____ doing?

4. You need everyone to be in the right state of _____ to be at their best.

What are the things you can do to make sure their mindset is at the level where they can accomplish what they need to accomplish? Discussion.

5. When it comes to leading three forms of capital available to you are:

- a. _____ Capital - intelligence, education, degrees, training, and *street smarts*.
- b. _____ Capital - what people think of you.
- c. _____ Capital - how you communicate, connect and transmit the values of your company.

6. To truly get to a point of significance – you must have these five keys:

- a. _____ - you must trust your people and vice versa
- b. _____ - reflective thinking aimed at what you believe or do
- c. _____ - on the important not just the urgent
- d. _____ - you must be a value driven leader
- e. _____ - this is the sum of the above

7. You must focus on what you _____. Doing that leads to the right _____ and that leads to _____.
8. As a transformational leader you must be able to influence the beliefs of a team member. You must first _____ your people before you can _____ a better belief system.
9. Five reasons why people will leave a job
- a. They don't feel _____ what they do.
 - b. They don't feel _____.
 - c. They don't feel they are _____.
 - d. They don't get the _____ they need to do their job.
 - e. They don't feel they are _____.
10. Five tips on engaging and motivating your people:
- a. Hire _____ people.
 - b. _____ them well.
 - c. Give them an appropriate level of _____.
 - d. _____ a high level of achievement
 - e. _____ their performance properly.
11. Transformational leaders help the people who report to them _____ to solve their own problems

Part B. Seven Keys to Effective Communication

- 1. Don't _____ the other person's sentences.
- 2. Don't say, " _____."
- 3. When others praise you, just say, " _____." Don't deny or talk down or trade the compliment.
- 4. Stop using the word " _____," or " _____" instead substitute the word " _____."

- 5. Don't allow yourself to be distracted instead _____ on the person.
- 6. Stop striving to impress the other person with how _____ or _____ you are.
- 7. Pay your team members sincere _____.

Part C. Four Questions to Ask Yourself

When it comes to engaging and motivating your team please answer the following questions:

- a. What do I need to stop doing?

- b. What do I need to start doing?

- c. What do I need to do more of?

- d. What do I need to do less of?

The best idea you learned and will use is:

Resources:

- 1. *The Wise Ways of Transformational Leaders - Dr. Nido Qubein*
- 2. *Thinking for a Change - John C. Maxwell*
- 3. *Take it to the Next Level - Marshall Goldsmith, Ph.D.*
- 4. *1501 Ways to Reward Employees – Bob Nelson Ph.D.*

Tom Borg is a team performance and customer experience expert who works with small businesses and organizations in the Green Industry to improve customer acquisition and retention. He helps these organizations through his consulting, speaking, training, coaching and mentoring. To ask him a question or to hire Tom, please contact him at: (734) 404-5909 or email him at: tom@tomborg.com or visit his website at: www.tomborgconsulting.com

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