

Leadership, Ownership, Management and conflict resolution

(Or how to find a good place to bury the bodies)



Leadership Lessons from ...



- Build a powerful community.

Someday, and that day may never come, I'll call upon you to do a service for me. ~Vito Corleone

- Hold people accountable.

What's the matter with you? I think your brain is going soft. ~Vito Corleone

- Don't get emotional.

It's not personal, Sonny. It's strictly business.

~Michael Corleone

- Be decisive.

Hesitation too often leads to missed opportunities

- Spend time with your family.

Do you spend time with your family? Because a man who doesn't spend time with his family can never be a real man. ~Vito Corleone

PEACE

IS NOT THE ABSENCE

OF CONFLICT BUT

THE ABILITY TO

COPE WITH IT

10% of conflict is due to
differences in opinion

90% is due to the
wrong tone of voice

Having a plan to resolve
conflict is like having an
airbag for a car.

It's good to know you have
one.

- It makes the car safer.
- Saves lives

But it's better to avoid
the accident

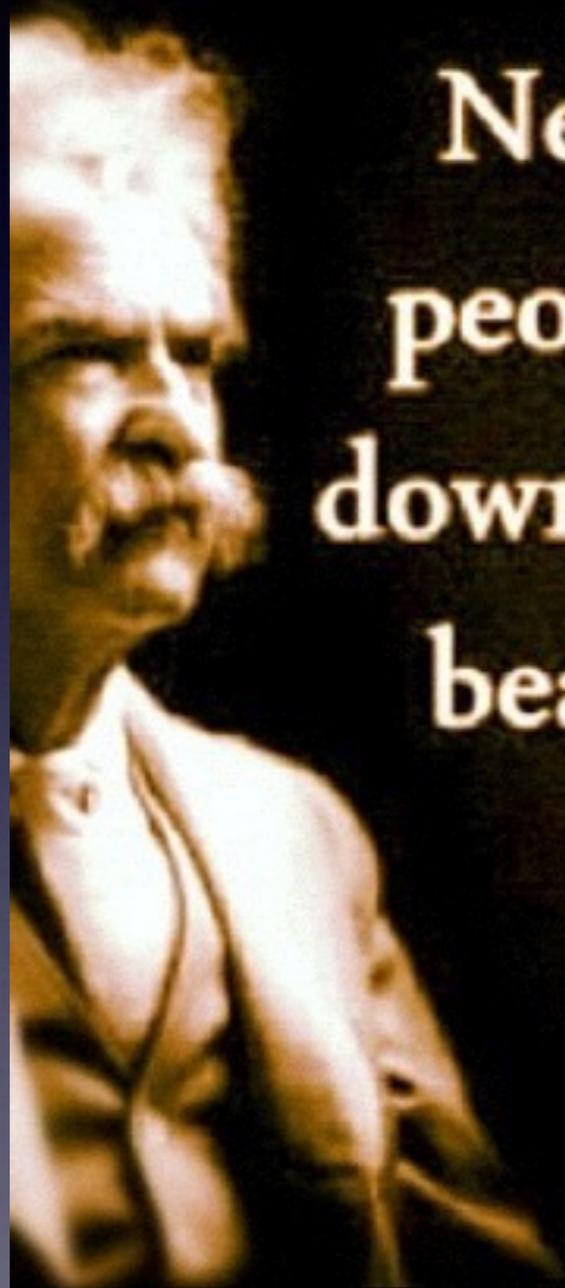
Avoid Trouble with

- Making sure things are in good working order
- Following rules
- Not speeding around carelessly

PAY ATTENTION TO
WHAT IS GOING ON

Ground Rules

- focus on your common goal
- listen and THINK before you speak
- keep it professional, not personal
- exit strategy?



Never argue with stupid
people, they will drag you
down to their level and then
beat you with experience.

~Mark Twain

BUILDING A TEAM

OUT OF YOUR STAFF



Tony Retrosi

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- * Owner- Gym Momentum. www.gymmomentum.com
- * Questions? - Email me! tony@gymmomentum.com



gymMOMENTUM



What is your managerial Philosophy?

- * Hands ON?
- * Hands OFF?
- * Benevolent Dictator?
- * Parental?

What is your staff looking for?

- * Leadership?
- * A paycheck?
- * An opportunity to learn?

Employees by the numbers

- * 69% say they would work harder if their work was recognized
- * 52% are not satisfied with level of recognition
- * 49% say they would leave current job for a company that clearly recognizes their effort
- * 39% of workers do not feel appreciated at work

Employees

- Find and Train the RIGHT people
- Have the Right people doing the RIGHT Job
- Have a shared philosophy/ Goal
- Don't be afraid to get rid of staff who do NOT do the job

- Hire the right people
- Give them a job
- Hold them accountable.

What do your staff members need? Want?

- Meaningful Work
- Treated respectfully
- Work/Life Balance
- Challenged and Rewarded
- Education and Training Opportunities

- A Socially/Environmentally Conscious work environment
- Communication Using Multiple Channels
- Promotions and chance for advancement
- Paid well for their job

Staff Traits

- Confident/ Creative
- Team Players
- Family Oriented
- Tech/Web Savvy (dependent)
- Communicators
- Ambitious
- INSTANT GRATIFICATION

If employees feel they are part of a TEAM

- * 79 % will recommend your gym
- * 70% feel they have a good understanding of the gyms needs
- * 58% Say their job brings out their most creative ideas

**If they feel they are NOT part of
the team**

* 18% will UNDERMINE their coworkers success

**72% FEEL THEY ARE NOT
PART OF A TEAM**

What do most club coaches have in common?

- * Energetic Staff
- * Creative individuals
- * Competitive
- * Want to Belong
- * LOVE working with children

MY PHILOSOPHY

**TREAT
EMPLOYEES
LIKE THEY
MAKE A
DIFFERENCE
AND THEY
WILL.**



Jim Goodnight
CEO SAS

Give people a job with real responsibilities

- * Be clear with responsibilities and expectations
- * Hold them accountable
- * Acknowledge but do not reward them when they do their job.
- * Reward them when they go above and beyond their job

Invest in their education

- * Make coaches education a condition of employment
- * Educational opportunities
- * Sharing THEIR knowledge and expertise

**MATCH TALENT &
INTERESTS WITH NEEDS**

Build personal relationships

- * What does your staff like?
- * Encourage frequent conversations
- * Help them problem solve
- * Mentor

MY RULES

- * Don't Just be on time. BE EARLY
- * No sitting down in the gym
- * No cell phones on the gym floor
- * Don't come to me with a problem with out a potential solution
- * EVERYONE leaves with a smile

Each day is different

Each coach is different

- * What does your staff like?
- * How far can YOU stretch the dress code?

SATURDAY MORNING STAFF

likes donuts!







ROME

TEAM
Atlantic



TODAY'S FOOD



What do they do well?

- * Assign them an event or skill to present at the next staff meeting
- * Seek advice to see if anyone knows “a better way”.
- * Give them some ownership of a part of the program or class or day

Staff Outings

- * Yoga (yoga in the park! Great marketing)
- * Surfing
- * 5 K
- * Cross fit
- * Bike rides
- * softball tournament/ dodgeball team





- * shows, concerts

- * holiday shows

- * sportting events

- * skiing

- * pizza night/ Pizza night

- * drink night?



Tony's rules for going out with staff

- * show up early
- * buy the first round
- * LEAVE

inexpensive rewards

- * scratch tickets
- * coffee gift card
- * candy shop/ bakery gift card
- * book store gift card

Group challenges

- * practical joke
- * enrollment



WE
MISSED
YOU!!!

press



**DON'T BE AFRAID TO
CHALLENGE INDIVIDUALS**

Scavenger Hunt

- * Use local businesses
- * YOU make the teams

- With your staff, you should have a common goal.
- If they are working towards that same goal but take a slightly different path to get there, is that ok?

Dealing with difficult customers

Communicate:

The first part of communication is not just listening but really hearing.

"If you think you are so enlightened, go and spend a week with your parents."

SET YOUR INTENTION

- Our intentions shape our day and our destiny. If you know you have a meeting (or spending time) with this person, set an intention in advance of your encounter.
- I intend to feel good. I intend to stay calm. If I do kill them I will hide the body.
- Your intention will help guide your thoughts and actions. You can also bring your intention to mind whenever you feel tempted to slip back into old patterns of reaction and negativity.

BE IN THE MOMENT

- Mindfulness is the art of being present in the moment and observing your thoughts and feelings as they arise, rather than getting lost in them and confusing them with who you are.
- When they are speaking, LISTEN, do not be thinking of your response. Find THEIR motivation.
- When you are mindful, you have more control over your reactions. When someone triggers an emotional response in your body or a negative thought in your mind, you take a step back and observe what is happening inside of you.
- Being the observer gives you the space and opportunity to take a few deep breaths, center yourself, and consciously choose a new positive response -- rather than mindlessly reacting out of habit and instinct.

CHILL OUT!

- Negative emotional states usually provoke a noticeable physical response in your body -- you may feel a knot in your throat or stomach, your muscles tense, or heat and heaviness around your heart area.
- The next time you feel triggered and your body begins to tense up, make a conscious decision to take a few deep breaths, relax your shoulders. As you continue to breathe deeply, allow your feelings to rise and then fall away again, like a wave in the ocean.

SEE THE GIFT

- Difficult people who push our buttons can be one of our greatest gifts in life. By bringing out the worst in us, they make us aware of where we need to grow.
- Thank the difficult people in your life, for they are often showing you your own weaknesses.

Be wary of unexamined assumptions.

- Sometimes we react negatively to people because we have conscious or unconscious beliefs and expectations about who they are and how they should act.
- We may also have a hidden agenda to gain something from them. When they don't provide what we seek in the form we are seeking it, we feel resentful and irritable.
- In either case, there is an unexamined assumption running the show: that other people are in some way responsible for your happiness.
- The truth is, your happiness is entirely up to you. No one can take it from you (unless you let them) and no one is responsible for making sure you are happy.

Practice forgiveness.

- Everyone is doing their best from their level of consciousness and awareness.
- Often, the people who trigger us are not even fully aware of the effect they are having on us. Even if they are aware, they may not be in a position to change their behavior. Simply because they are so deeply trapped in their own mind, patterns and emotional wounds. (BE THE ADULT)
- Practice forgiveness whenever you are able to. Forgiveness does not mean condoning their behavior. Forgiveness means seeing past their external behavior.
- Don't forget to forgive yourself too -- have compassion for yourself and the challenging situation you are in, which is calling upon you to grow and be your best.

BE THE LIGHTHOUSE

- People can bring out the worst in each other, or bring out the best in each other.
- Many people are unable to see or change their own destructive patterns and behavior. However, when you hold a positive space for them, staying calm, loving and present, this can allow them to subtly shift into these feelings too.
- Picture yourself as the lighthouse. Be that beacon of light and encourage others to do the same.

ASK FOR HELP

- You are not in this alone. If you doubt your ability to remain calm, present and open-hearted around someone difficult in your life, ask for help.

Ten Strategies for Conflict Resolution

- • When angry, separate yourself from the situation and take time to cool out.
- • Attack the problem, not the person. Start with a compliment.
- • Communicate your feelings assertively, NOT aggressively. Express them without blaming.
- • Focus on the issue, NOT your position about the issue.
- • Accept and respect that individual opinions may differ, don't try to force compliance,
- work to develop common agreement.

- • Do not review the situation as a competition, where one has to win and one has to lose. Work toward a solution where both parties can have some of their needs met.
- • Focus on areas of common interest and agreement, instead of areas of disagreement and opposition.
- • NEVER jump to conclusions or make assumptions about what another is feeling or thinking.
- • Listen without interrupting; ask for feedback if needed to assure a clear understanding of the issue.
- • Remember, when only one person's needs are satisfied in a conflict, it is NOT resolved and will continue.

- REMEMBER- YOU ARE THERE TO FIX THE PROBLEM
- NOT THE BLAME

Let's settle this like adults!

