

Leadership Practices Playbook

Wisconsin EMDA Final Project

Team 6

Michael Kretschmer, Department of Transportation

LaShana Miller, Department of Corrections

Sara Redford, Department of Administration

April Schultz, Department of Corrections

Project Overview

- The guide features eight “plays” or rules of leadership and management, cutting across multiple topics
 - Not exhaustive, but instructive for difficult issues managers will face



Play #1: Manager vs. Leader

Do you want people to follow your lead or expect it?

Leaders: Build their team and move them forward by:

- Gaining respect & trust
- Listening
- Communicating
- Encouragement
- Supporting Staff
- Knowing Staff
- Building Rapport

Leadership requires the ability to:

- Keep employees engaged
- Inspire others
- Empower others-
teamwork
- Be confident &
competent
- Develop Others
- Continue to learn & pass
on the knowledge



**Each and every day make that choice:
To be positive, to make a difference
and to always do the right thing.**

Play #2: Seek a Mentor

Being the “new” person

- Not knowing anyone
- Where to go
- What to do
- Who to talk to about specific issues.

Your 1st days

- Ask questions
- Watch
- Listen
- Learn the daily tasks while your mentor guides you.



Mentors:

- Form that relationship
- Gives their time and attention to someone
- Develops others
- Listen
- Guide others
- Fill your knowledge gap

Be that positive role model to others around you! Someone that others want to seek out for advice.

Play #3: Setting the Example

Excellence

- Integrity
- Responsibility
- Deliver

Communication

- Listen
- Respect
- Praise

Serve

- Chip in
- Build up
- Golden rule



Play #4: Normalize Innovation and Commitment to Mission

- **Construct your boat**

- Collaborate with team members to create, refresh mission statement
- Includes everyone's voice, increases feeling of rowing in the same boat

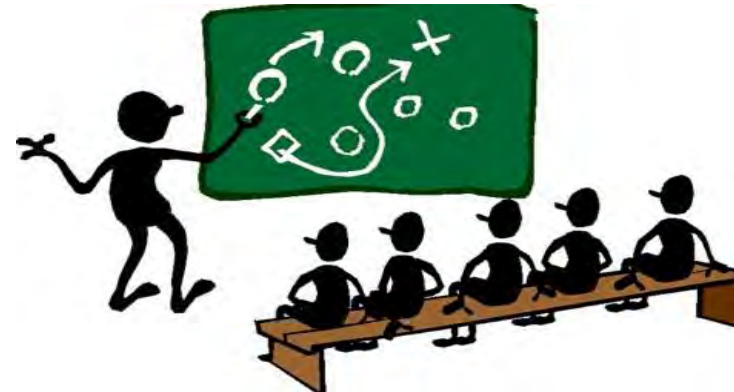


- **Create a regular spark**

- Improvement projects deserve time and focus
- Make innovation the new normal

Play #5: The Essence of Building an “A-Team”

- Build a powerful bench
 - Recruit
 - Get to know your team
 - Assess their potential for advancement
 - Assign projects
 - Temporarily place them in lead position of a project
- Organize the team
 - Starters –Frontline
 - Bench-Supporters
- Prepare the Bench
 - Provide training and leadership development



Play #6: Encourage Continuous Growth



Face to Face

- Regular
- Goals/challenges/gaps
- Motivation

Allot time

- Training
- Conferences
- Mentoring/job rotation/shadowing

Work on self

- Leadership
- Satisfaction

Play #7: Law of the Scoreboard



- Conducive tool to inform coaches & teams of where they are.
- Essential to understanding current status
- Helpful evaluation tool

Play #8: Get Comfortable with Conflict

- **Conflict itself is not bad**
 - Embrace and normalize constructive conflict, leads to genuinely peaceful team dynamic
 - Leader's role is to facilitate discussion to close gaps
- **Conflict is energy**
 - Change management and innovation requires some destruction
 - Tear down what is comfortable to make room for creativity
- **Conflict requires co-suffering**
 - Show compassion, active listening



Questions

- Questions?
- Enjoy the playbook!

