

LEADERSHIP

New Orleans CC – Golf Operations

Only three things happen naturally in organizations: friction, confusion, and underperformance. Everything else takes leadership. - Peter Drucker

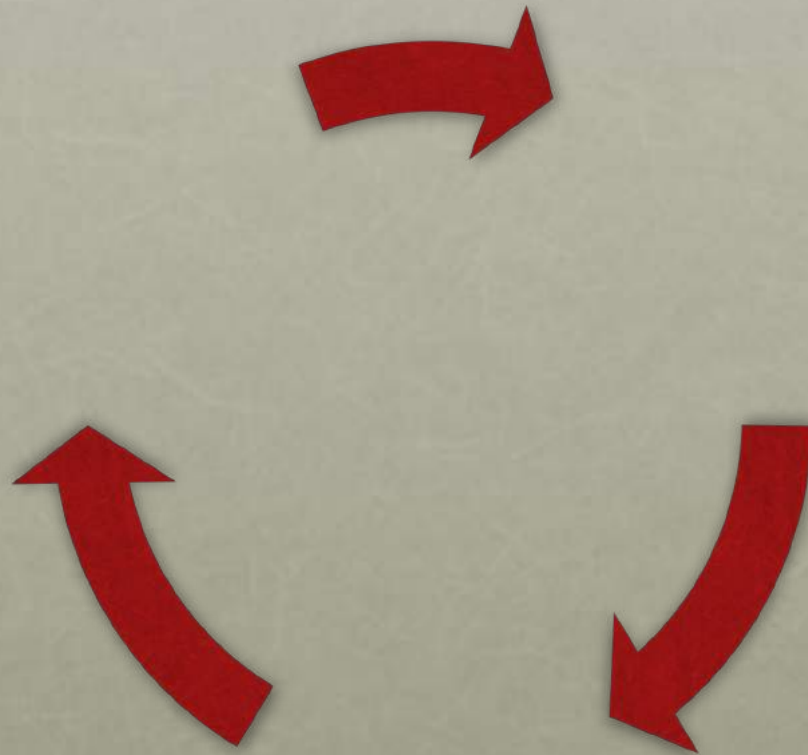
AGENDA

How to lead by agreeing to a common purpose. Then analyzing your staff, systems and resources while communicating with associates and making them accountable through praise and feedback. You will understand your “tribes”, hire excellence, train them, all the while creating an environment of caring.

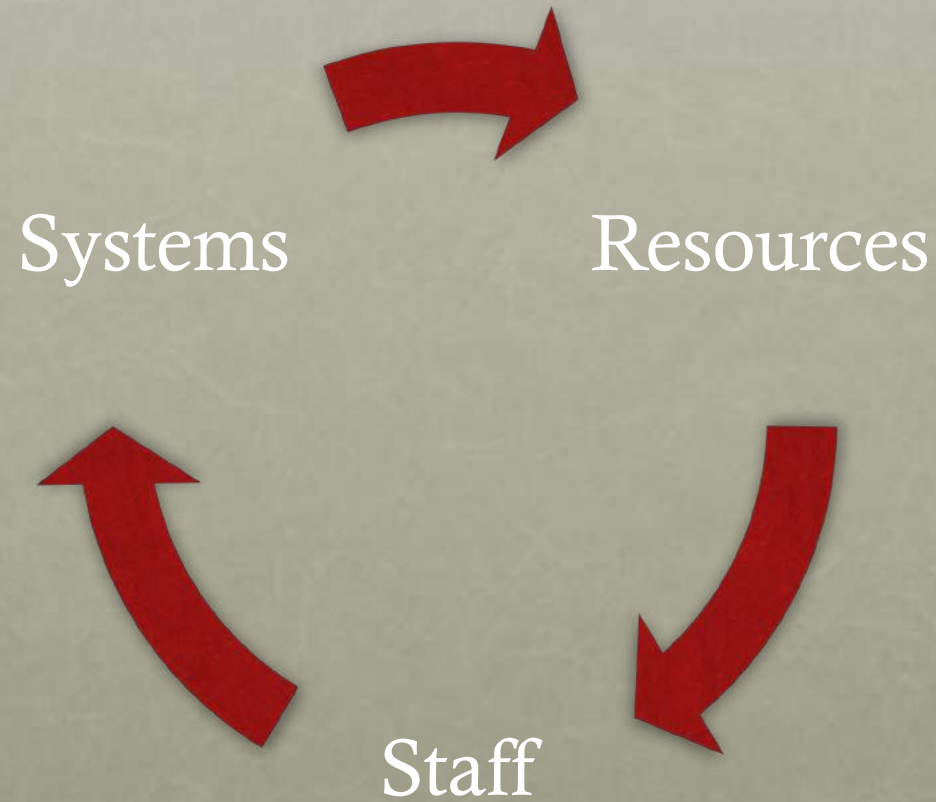
WHAT DO WE DO

“We create happiness, relaxation and a feeling of appreciation by providing recreation, instruction and competition for members, guests and their families with the best possible service.”

CYCLE OF SUCCESS



CYCLE OF SUCCESS



COMMUNICATION

- **Listening**
- **Inform**
 - Use as many avenues as possible

“How can I know everything if I don't know that?”

DELEGATING

How to choose what to delegate

- Identify tasks only you can do..
- Sort the rest.
- Keep what makes you happy.

DELEGATING

- Ask – Would you please?
- State the task
- **Make it measurable**
- **Give a deadline**
- **Require status reporting**

ENABLE YOUR STAFF



HOW TO MAKE DECISIONS

- Based on values
- Prioritized by Quality Standards

Then Can I make the decision:

- Quickly, Do I need to think about it, Do I need to talk to my direct report

While thinking about:

- How will it effect Membership, staff/operations, and budget

PRAISE AND FEEDBACK

Both very important

Praise helps make work bearable.

but.....

Feedback makes work better!

PRAISE



FEEDBACK



HOW TO GIVE FEEDBACK

- 1 Can I give you some feedback?
- 2 Here's what you did.
- 3 This is how it affects our Club/Membership/Staff.
- 4 This is how you could do it better.
- 5 Can you do it better?

TRIBAL STAGES



HIRE EXCELLENCE



Think different.

TRAIN , RE-TRAIN & LEAD

- Orientation
- On-the-job training
 - See it
 - Do it
 - Teach it
- Ongoing career leadership
- Set Measurable Goals
- Review and Repeat

CREATE AN ENVIRONMENT OF CARE

Gratitude improves attitude

Attitude ψ



Gratitude

WHAT WE LEARNED

How to lead:

- **Have a Purpose, Values and Standards**
- **Staff**
- **Systems**
- **Resources**

Then

- **Communication**
- **Accountability**

WHAT WE LEARNED

Through

- **Praise**
- **Feedback**

While

- **Knowing your “Tribes”**
- **Training**
- **And Creating an Environment of Caring**