LISTEN UP LEADER
PAY ATTENTION, IMPROVE AND GUIDE
BOOK BY DAVID COTTRELL

This takes a moment to review leadership from an employee’s perspective.

Believe it or not, we DO understand that leadership isn’t easy. We watch every day and see you assume incredible responsibilities. You’re accountable for your actions and for our actions, plus all the fiscal requirements, employee problems, feedback, training, technology changes, hiring, de-hiring, communicating, bureaucracy, and much more. Your job is tough. But it is the job you chose.

WHAT WE ASK OF YOU IS TO ACCEPT RESPONSIBILITY FOR BEING THE VERY BEST AT YOUR JOB SO WE CAN BE THE BEST AT OUR JOBS.

When you became a manager, supervisor, or team leader, the game changed. You’re now held to a higher accountability than before. In fact, everything you do is exaggerated; you are under a magnifying glass. And when you’re down, we’re down. And when you’re up, we’re up. You set the tone. You shape the environment in which we can be successful.

Because of this, we expect more from you than from anyone in our organization. And we need you to lead us without excuses.

The way we see it, when you accepted all the responsibilities of leadership you lost some of your rights. You lost the right to be cynical or negative, to blame others, to be a member of our “pit parties,” and the right to even some of you private time.

There are a few truths of leadership that you need to know:
First, we are watching everything you do. Even when you think we’re not paying attention, we are. There is never a time when you are not leading. You may think that when you choose to ignore an issue, you are not leading. You’re wrong! If you show up late for meetings, you lead us to believe that our time isn’t valuable. If you lose your cool or over-react to small issues, we wonder how you’ll react when something big comes along. In fact: You are always leading, You can never not lead!

Second, everything you do and say counts. And, even though you’ve been a professional all day, don’t think that what you say to us away from the office doesn’t count. It does.

Third, we have expectations of you. If you’re committed to being a great leader, and you want us to be committed followers, there are three things we expect from you.

1. Hire Great people
2. De-Hire the people on our team who are not contributing to our mission.
3. Treat us with respect.