

Interesting Facts & Anecdotes from your District Operations and Member Services Committee

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Did you know?....

One characteristic of leaders is the ability to focus on goals and harness one's energy to meet those goals—focused drive.

- Focus – identify important goals or visions and direct efforts at specific targets.
- Drive – persevere and expend high degrees of energy to reach high performance levels.

Reaching out to diverse partners to plan and deliver programs brings together a district's social, cultural, ecological, and economic knowledge and improves the chances for collaborative efforts and success.

Scientists identify the success of species demands adapting to changing circumstances. The same applies to districts to meet changing economies, environmental conditions, political conditions, and even characteristics of the work force. One can see such changes as obstacles or opportunities for new directions, partners, internal operations, and even funding.

Successful coaching displays certain behaviors toward employees.

- Clarify what is expected: "what excellence looks like." Make the job description very clear about what the individual's job actually is.
- Ask "Do you know what your job is?" Clarify if they don't "get it".
- Explain what "triggered" any giving of praise or the need for clarification.
- Express specific details about employee's performance – time, date, circumstances, results, and effects on others including customers, board members, and co-workers.
- Explain in detail the consequences of poor performance.
- Get to the point.
- Identify how you will follow up.

Careful recruiting and hiring is critical. Great goals, lofty visions, and noble missions are irrelevant without great people.

"10 Commandments of Human Relations" (Author: Kerri Salls)

1. Speak to people.
2. Smile at people.
3. Call people by name. Repeat their name often during conversations.
4. Be friendly and helpful.
5. Be cordial.
6. Be generally interested in people. Conservation districts are in the people business to effect good environments for people and with people.
7. Be generous with praise, cautious with criticism.
8. Show consideration of others' feelings.
9. Be thoughtful of other's opinions, perspectives, points of view, and priorities.
10. Look for ways to give service: "how can I help you today?"