

Building
CONSENSUS



COMMUNICATING
with others



Inspiring others
to work towards
COMMON VISION



COACHING
others

NB

DR. NICK BROWN

Dream It, Plan It, Do It!

LEADERS

Identifying
TALENT



Developing
NETWORKS



Effective intercultural



Growing In Tough Times

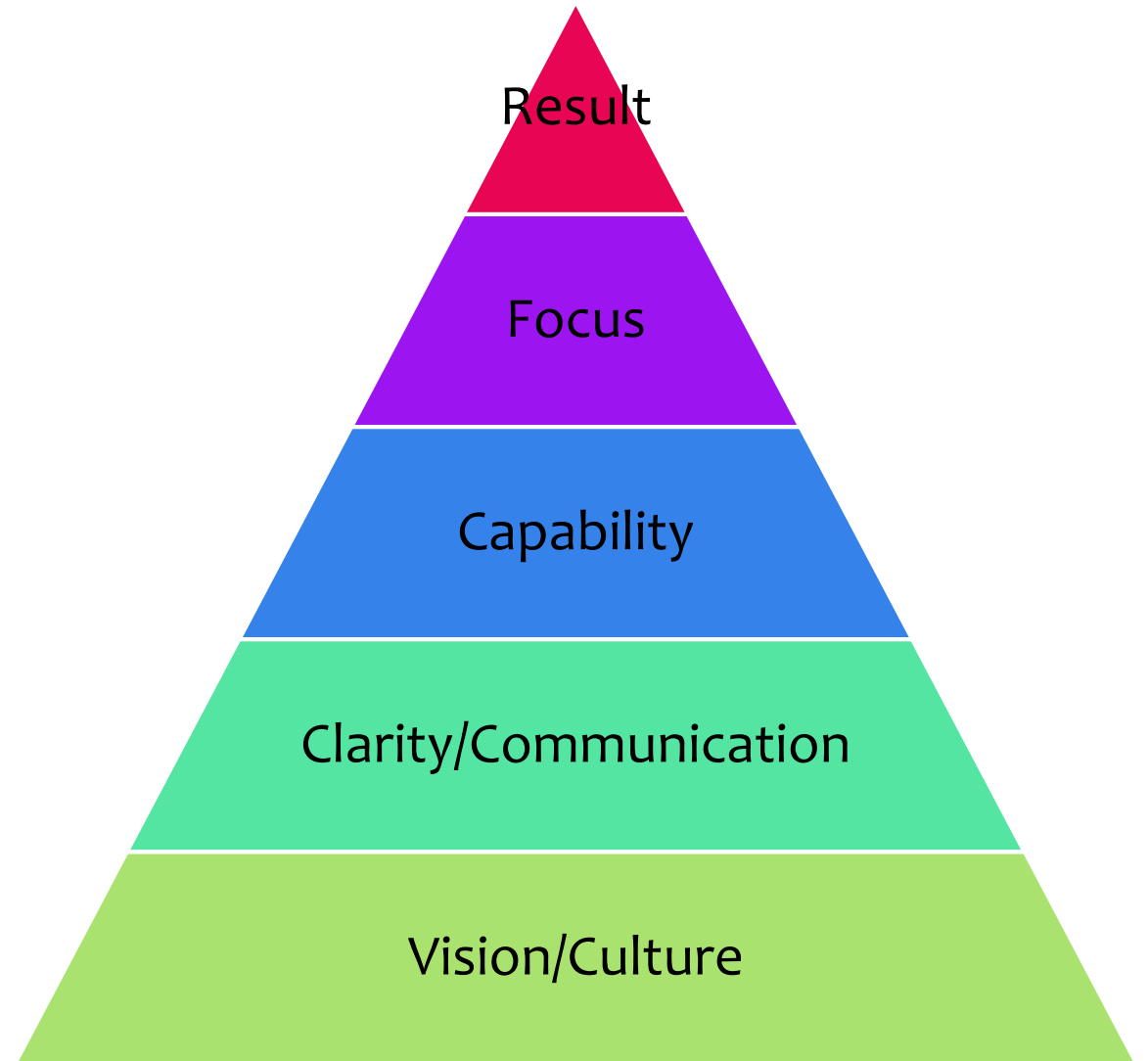
NCPN 2021: A Pathway To Success

employee
INNOVATION

Introduction Dr. Nick Brown

- From Stuart, Florida (Treasure Coast)
- Parents were educators
- Married to my best friend (12 years)
 - Two great kids (Alex and Angelise)
- Worked in Post Secondary Education for 18 years
 - Financial Aid and Academic Advisor
 - Health Science Coordinator
 - Career Pathways Director
 - Articulation & Partnership Director
 - Dual Enrollment
 - Chaired RCCPC Consortium
 - Lead TRIO Programs
 - Established Partnership Agreements
 - Professor of Business (Florida College System)
 - Florida Career Pathway Network Board Member
- ***“My purpose is to help you meet your God given potential. I want to help you become your most authentic self.”*** Dr. Nick Brown

Levels of Leadership





Team Question:
What does
leadership
mean to you?



The Meaning of Leadership

The ability to **inspire** confidence and **support** among the people who are needed to achieve organizational **goals**.



**Leadership is About
Serving Others!
Not about serving
yourself.**

BOSS

- Drives employee
- Depends on authority
- Inspires fear
- Says, "I"
- Places blame for the breakdown
- Knows how it is done
- Uses people
- Take credit
- Commands
- Says, "Go"

DIFFERENCE BETWEEN

VS.

LEADER

- Coaches them
- On goodwill
- Generates enthusiasm
- Says, "We"
- Fixes the breakdowns
- Shows how it is done
- Develops people
- Gives credit
- Asks
- Says, "Let's go"

Leadership vs. Managers



Leadership: Empathy & Perspective

When you are at **Entry Level** you are only **Responsible** for getting your **Job Right!**

Good leadership is **NOT** about **Being In Charge** its about **Taking Care** of people **Within Our Charge.**



Why Good Leadership Matters

Research say:

15-45% of company's performance comes from leadership.

- Make better decisions
- Get more done in less time with lower costs
- Achieve better results
- Increase staff loyalty

Step #1

Begin with the End in Mind

- Who are you?
- Why should you be followed?
- What need are you going to fulfil?
- When should you take initiative?
- What is your goal 2yrs, 5yrs, and 15yrs out?





Step #2

Create a Vision

“Your Vision should be bigger than your funding!”

- Shows us **where** we are headed
- It **motivates** and **inspires**
- Helps us **move forward** through obstacles
- Provides **focus**
- Give us **meaning** and **purpose** to what we do

Step #3 Research

Know Your Competition & Develop Competitive A Strategy



**YOUR
CULTURE
IS
YOUR
BRAND**



Step #4 Build Culture

“Create a Culture of Excellence That Will Out Live Your Tenure!”

- Act in the **best interest** of your **Team**
 - Build **Trust**
- **Communicate** Effectively
 - (Sincerity, Knowledge, Honesty)
- Be **Fair**
- **Keep Your Word**
- Show **Respect** (All Stakeholders)
- Elicit **Student Input** (They will tell you what they want)



Step#5 Build Partnerships

Connect with:

Local Chamber of Commerce
Financial/Lending Agencies Who Support Vision
Public/Private Educational Institutions
Non-Government Organizations (Foundations)



Step # 6

Making the team members #1

- Create positive points contact
- Establish a rapport
- **Identify and Satisfy** team members needs quickly
- **Exceed** Expectation
- Deal **one on one**
- **Do the unexpected**
- Strive for **Quality**
- Know your **Competition**



**SUCCESS
IS NOT AN
ACCIDENT.
IT'S THE
RESULT OF
HARD WORK.**



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Traits, Motives & Characteristics of Leaders

Leadership Characteristics

- **Personality** traits
- Leadership **motives and needs**
- **Cognitive factors** and intelligence



Personality traits

- General personality traits
 - Traits **observable both** within and outside the context of **work**.
- Task-related personality traits
 - Traits **closely** associated with **task accomplishment**

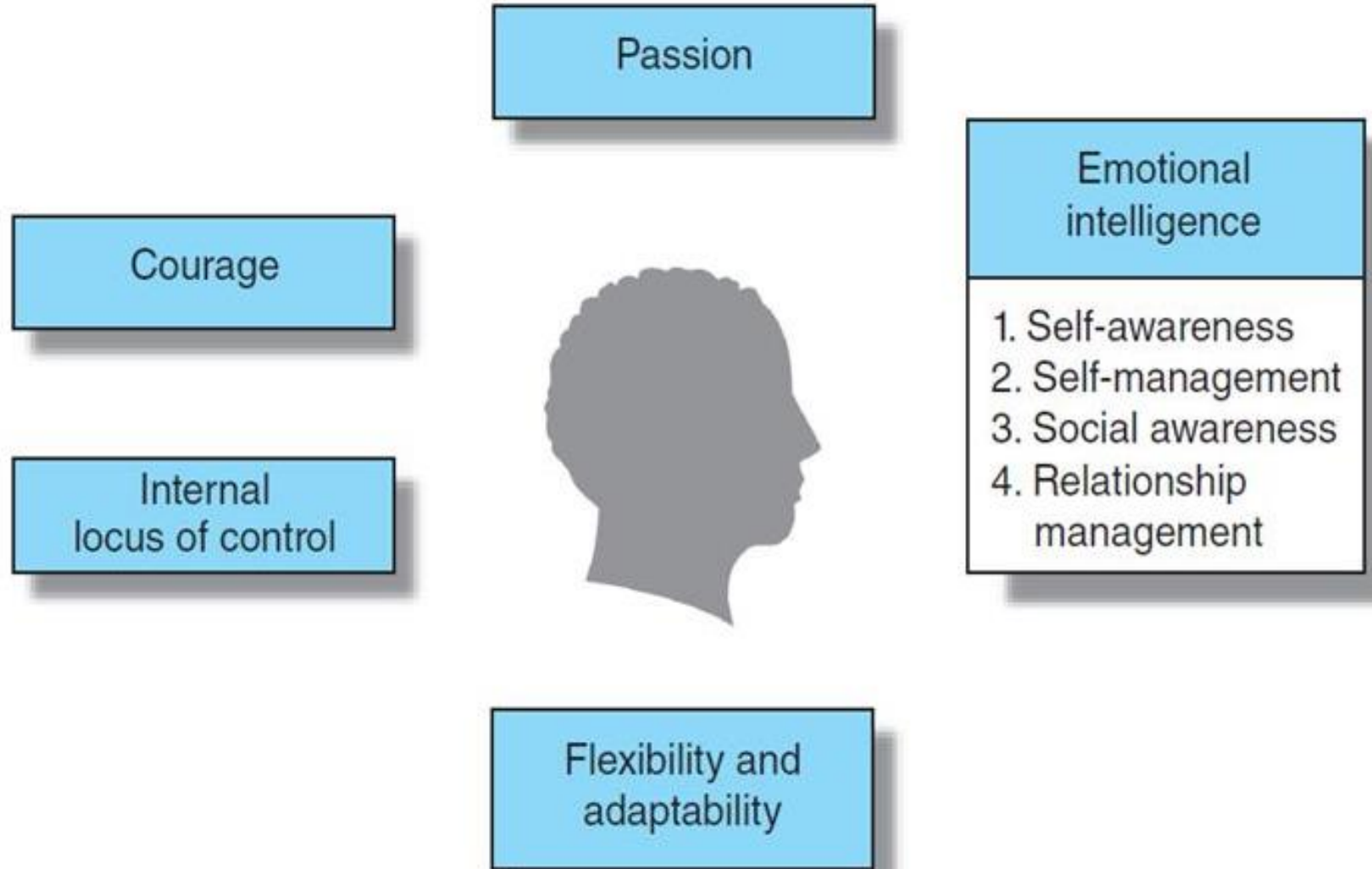


LEADERSHIP

General personality traits of effective leaders



Task-related personality traits of leaders

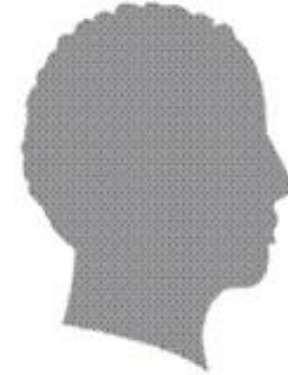


Leadership motives & needs

- Leaders have an **intense desire** to occupy a **position of responsibility** for others and to **serve**.
- This desire is evident in four needs of motives, all of which can be considered task related.

Tenacity

Power motive

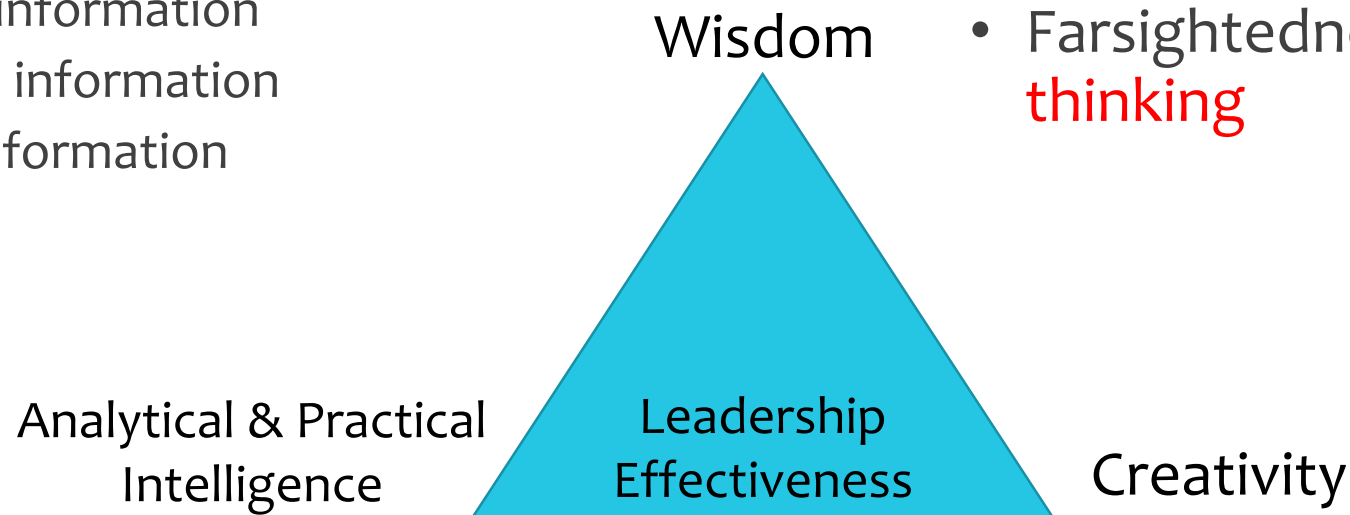


Drive and achievement motive

Strong work ethic

Cognitive factors & Intelligence

- Cognition
 - **Mental process** or faculty by which knowledge is gathered.
- Leaders must have:
 - **Problem solving & Intellectual skills**
 - **Gather** information
 - **Process** information
 - **Store** information
 - Cognitive (or **analytical**) Intelligence
 - **Knowledge** of the business or group task
 - **Creativity**
 - **Insight** into **people** and **situations**
 - Farsightedness and **conceptual thinking**





Great Leaders have:

“Vision”

- They **see a World** that **does not exist** yet
- **Communicate** that vision **clearly**
 - Versus **Transactional Managers**
 - (works with **people** to **get things done**)
- Transformational Leaders **Change the future** of a people or organization

Why is this important?

*“People don’t buy what you do,
they buy what you believe!”*

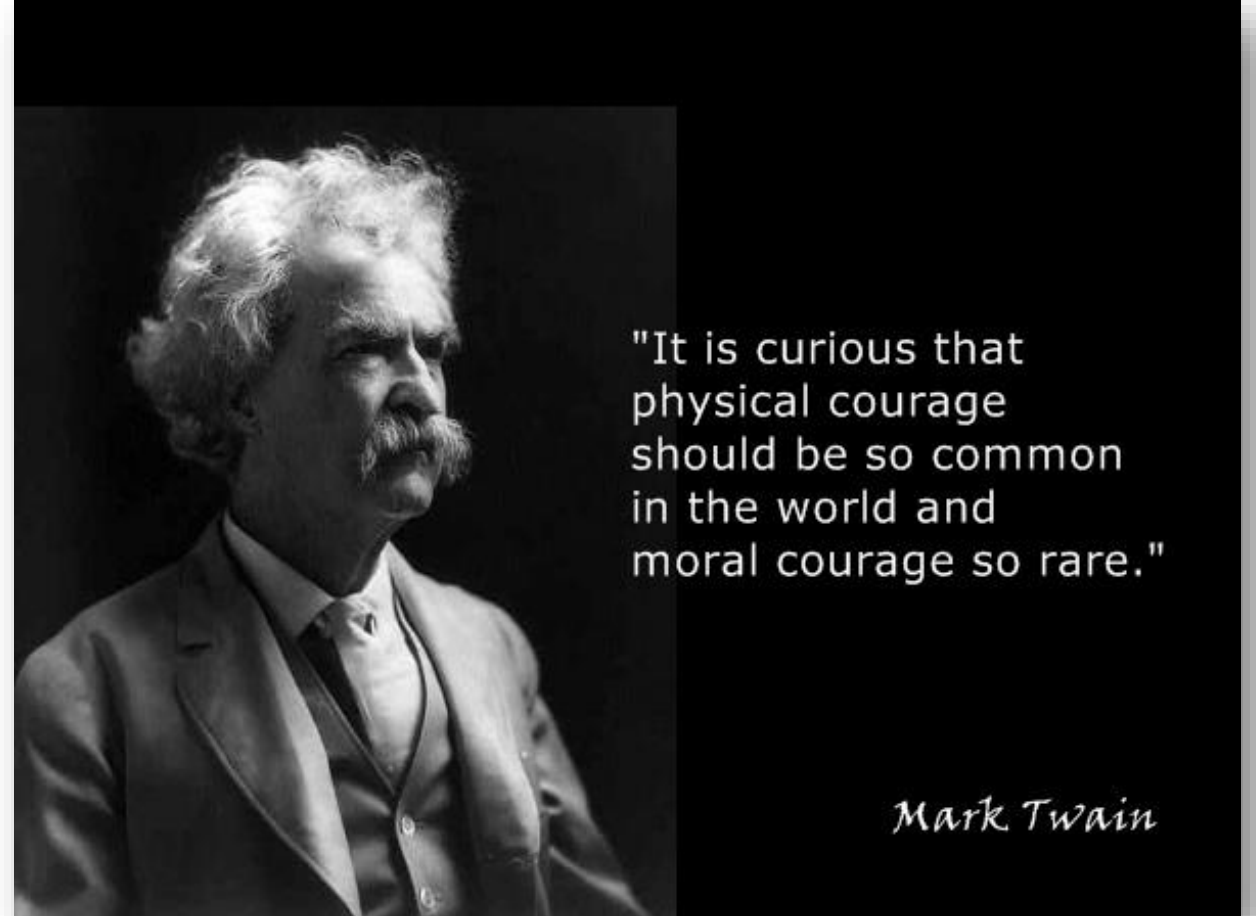
**LEADERS
TURN
VISION
INTO IDEAS AND
IDEAS
INTO
ACTION**



Great Leaders have:

“Courage”

- **Take Risk** in achievement of goal **without guarantee** of success.
- **Most** outwardly **visible** trait that most can see



"It is curious that physical courage should be so common in the world and moral courage so rare."

Mark Twain



Great Leaders Have:

“Integrity”

- Complete **honesty** internally and externally
- Truthfulness
 - Foundation of **trust** in building a **strong relationships**

But the end is reconciliation; the end is redemption; the end is the creation of the beloved community. It is this type of spirit and this type of love that can transform opposers into friends. It is this type of understanding goodwill that will transform the deep gloom of the old age into the exuberant gladness of the new age. It is this love which will bring about miracles in the hearts of men.

(“Facing the Challenge of a New Age,” 1956)

Martin Luther King Jr.





Great Leaders Have:

“Humility”

- **Strong** and **Decisive**
- **Humble** (You can be wrong)
 - Does not mean you are weak or unsure of yourself
- The ability to accept you do not always know the answer.
 - You can accept other points of view
- Give credit where credit is due

“Lead from
the back and
let others believe
they are in front.”

Nelson Mandela

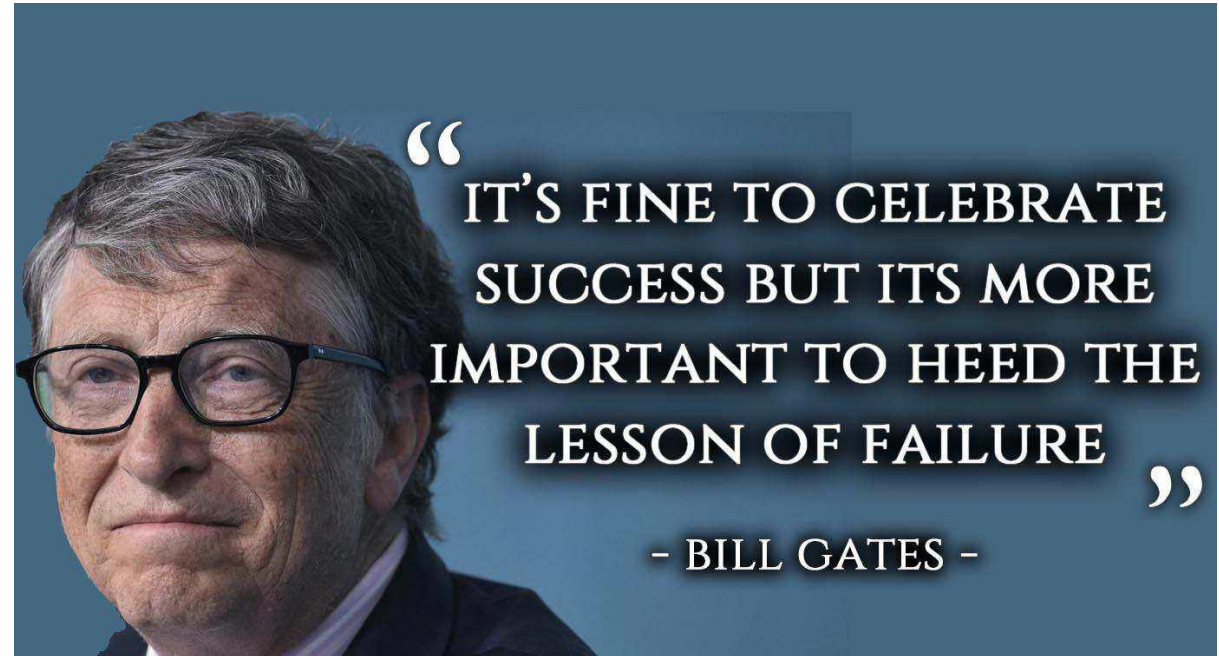




Great Leaders Have:

“Strategic Planning”

- Looking ahead
- Where is the market going
- **See Trends** in culture or markets
- **Focus** of **strength** of **org./people**
 - Don't focus on just the weaknesses





WE SMILE.
ACKNOWLEDGE.
LISTEN.
ENGAGE.



Communication & Leadership

VERBAL COMMUNICATION SKILLS

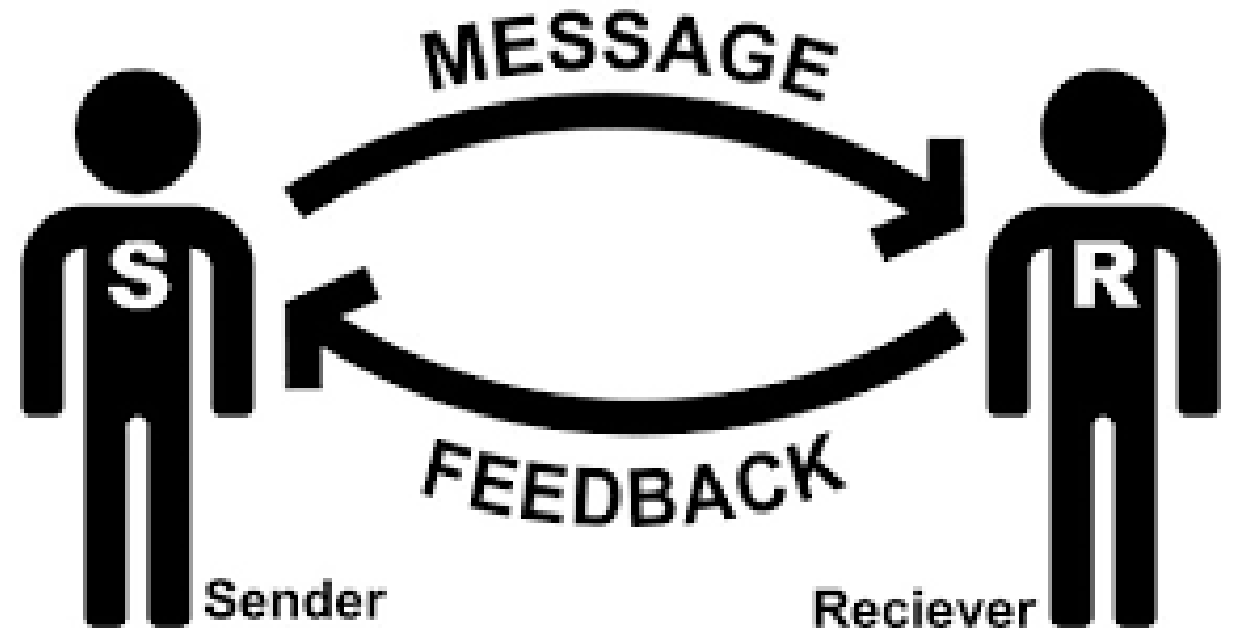
The importance of effective communication

- **Gather Information**
 - Ask for **customer/student input** whenever possible
- **Be Consistent**
 - People **stay** with what is **familiar**
 - Get **information out** to customers on a **regular basis**
 - Not just when **convenient** for you
- **Demonstrate Openness**
 - Customers want to know **you understand them**
 - **Personal level**
- **Be Personable**
 - Be **“Human”** not a **“Robot”**



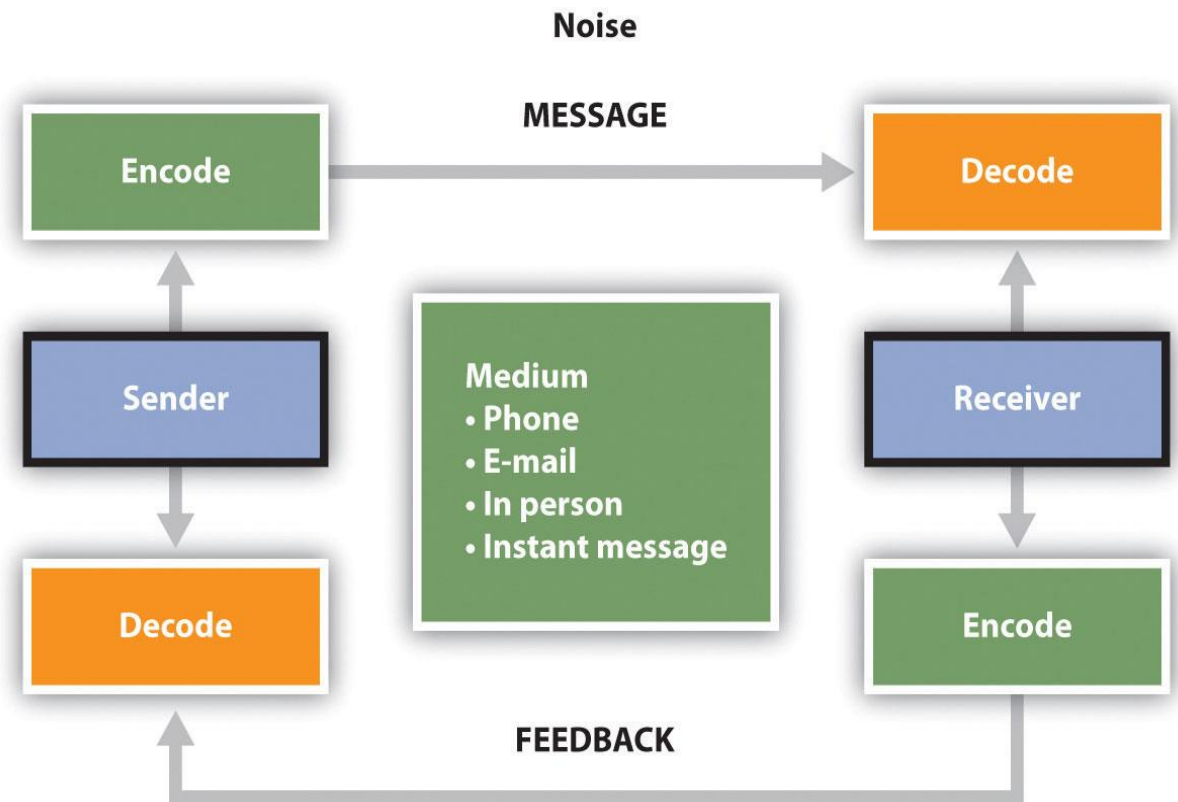
Ensure two way communication

- **Two-Way Communication**
 - An active process in which **two individuals apply** all the elements of **interpersonal communication** in order to effectively **exchange information and ideas**.



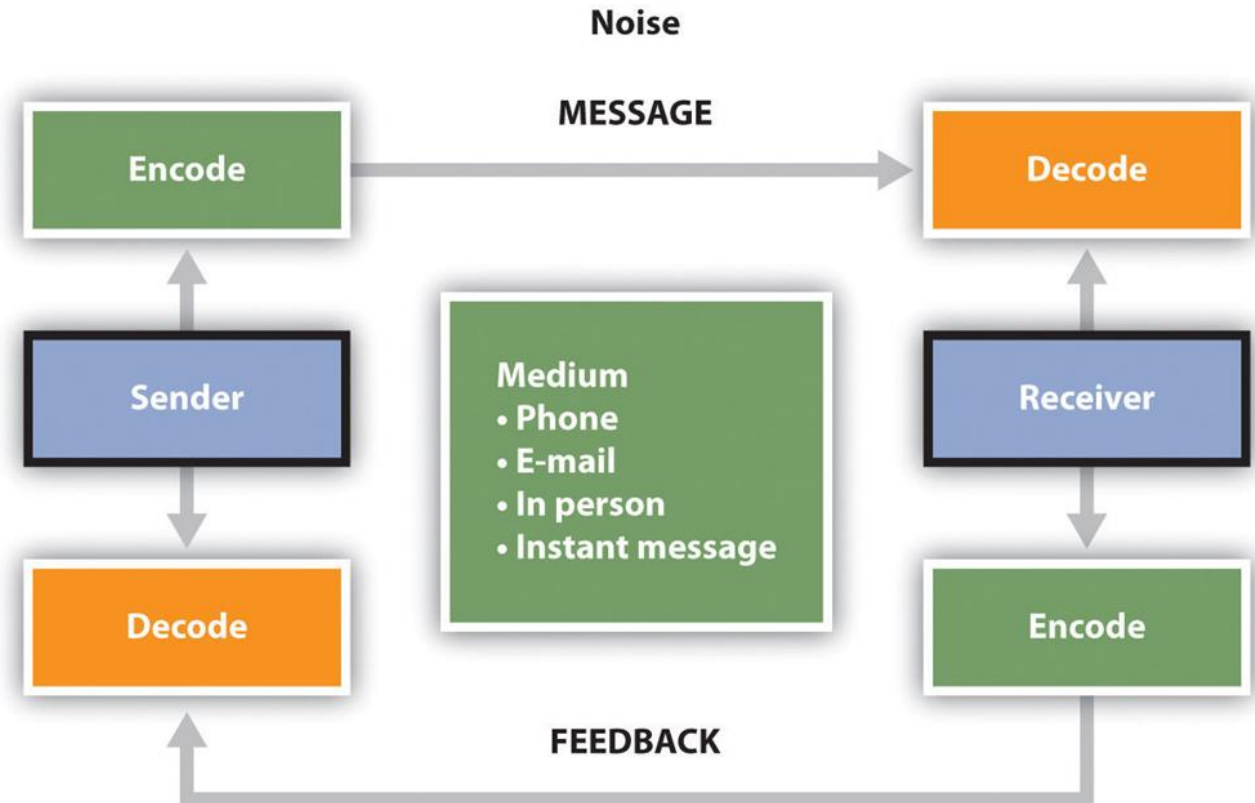
Interpersonal communication model

- **Environment**
 - Where you send and receive messages
- **Sender**
 - The person who **selects communication** channel
 - **Encodes** the intended message to the receiver
- **Receiver**
 - The person who **gathers the information** sent from Sender
 - **Decodes** the information based off interpretation



Interpersonal communication

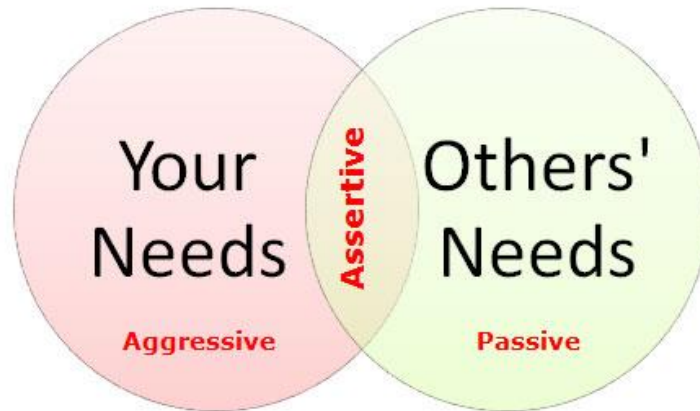
- **Channel**
 - Method of sending/receiving communication
 - Face to Face
 - Email/Telephone
 - Written
- **Encoding**
 - What message will be sent and how
- **Decoding**
 - Information is received and analyzed
- **Feedback**
 - Receiver responds to a senders message
- **Noise**
 - Things that can interfere



Assertive vs. Aggressive Communication

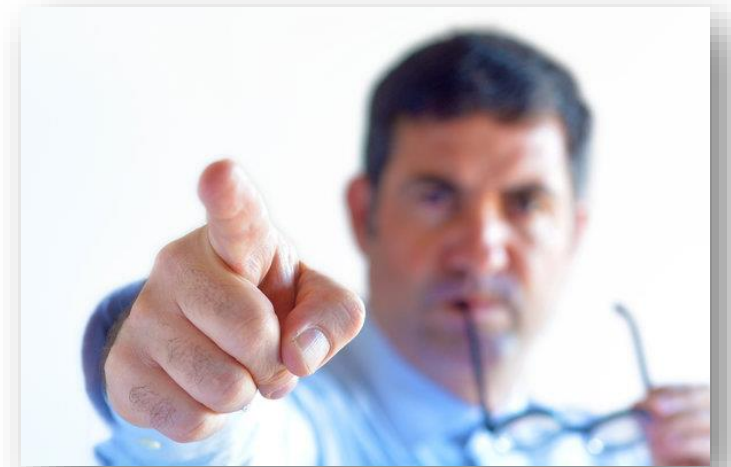
Assertive Behavior Example

- Assured
- Mature
- Calm
- Self Respect
- Respecting Others
- Body Language is Engaged with Students/Customers



Aggressive Behavior Example

- Unsure
- Immature
- Agitated
- Disrespecting others
- Body Language is dismissive
- Short with communication



Salvaging Relationship After Conflict

- **Reaffirm the value of the relationship**
 - Be the first to **apologize, never be the last.**
- **Demonstrate Commitment**
 - Listening
 - Empathy
 - Positive Verbal/Nonverbal Message
- **Be Realistic**
- **Remain Flexible**
 - Give and Take with your team
- **Keep Communication Open**
 - #1 reason relationships are strained are due to lack of connection/communication
- **Get Commitment**
 - You can not do this by yourself.
 - Make Moving Forward a Partnership
 - Use words like “We”, “Together”, “Us”
- **Monitor Progress**
 - Do not assume since conflict is over it will stay that way.
 - Do follow up after resolution
 - Make sure bad feeling are not rekindled



11 Leader Actions That Foster Teamwork

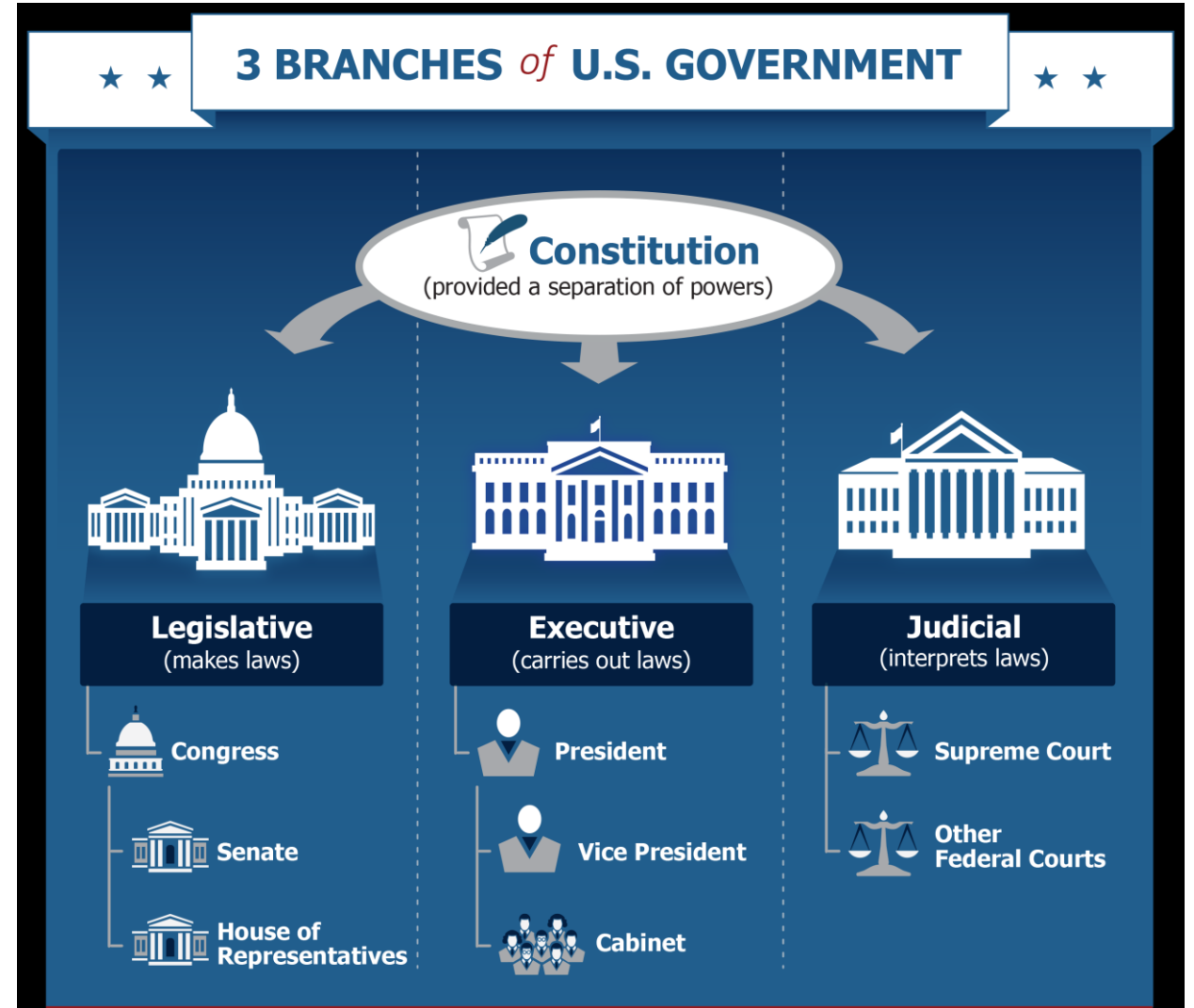
1. Defining the team's mission
2. Establishing a climate of trust
3. Developing a norm of teamwork
4. Serving as a model of Teamwork
5. Including sharing powers
6. Using consensus leadership
7. Establish Urgency
8. Encourage competition
9. Encourage use of jargon
10. Minimizing micromanaging
11. Practice e - leadership

U.S. Constitution (preamble)

“We the people of the United States, in **order to form a more perfect union**, establish **justice**, insure **domestic tranquility**, provide for **common defense**, promote the **general welfare**, and secure the **blessings of liberty** to ourselves and our **posterity**, do ordain and establish this constitution of the United State of America.”

6 Leader Actions requiring Org. Structure

1. Designing **physical structures** that facilitate communication
2. Emphasizing group **recognition and reward**
3. Initiating ritual and **ceremony**
4. Practicing **open book management**
 1. Employees are trained and empowered
5. Selecting **team oriented members**
6. Using **technology** that facilitates teamwork.



Your Ethical Guideline

1. Is it right?
2. Is it fair?
3. Is it legal?
4. Who gets hurt?
5. If your decision/action were made public:
 1. Are you comfortable?
6. What would you tell your:
 1. Child
 2. Sibling
 3. Mentee to do
7. What does your gut tell you?





Leadership Behavior, Attitude & Style

“King of The Jungle”



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Dream It, Plan It, Do It!

Largest Animal



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Dream It, Plan It, Do It!

Heaviest Animal



Fastest Animal



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Dream It, Plan It, Do It!

Tallest Animal



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Dream It, Plan It, Do It!

Smartest Animal



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So, Why is the lion King of The Jungle?



1. ATTITUDE

- Focused/Decisive
- Hunger/Drive
- Belief in ones self that they are of “Value”
 - Do not believe the “lie” that your VALUE is connected to your success or failures.

2. You are an ORIGINAL

- Stop comparing yourself to anyone else.
- Be the best version of you because:
 - “Imitation is Suicide”
 - Ralph Waldo Emerson

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Dream It, Plan It, Do It!

"First, we must **Dream**
of a tomorrow with no
boundaries. Then we
Plan for the future we
seek. Finally, we **Do** it
together!"

Dr. Nick Brown, 2018



Thank You!

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