



# Leadership with An Attitude of Excellence

*From the desk of Willie Jolley...*

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**F**ire fighters: You exemplify leadership! You run into burning buildings while others run out! You go well beyond the extra mile! You inspire others by your example. You are leaders.

The thirty-third President of the United States, Harry Truman, said, "A leader is one who can persuade people to do what they don't want to do, or do what they're too lazy to do...and like it!" A superior leader imparts instruction, not through many words, but through deeds. He is a catalyst. And that's what fire fighters are!

You lead by influencing and directing others in such ways that you win their obedience, confidence, respect and loyal cooperation to achieve the common objectives of your mission! And former President Jimmy Carter's wife, Rosalyn Carter, said, "A manager takes people where they want to go. But a great leader takes people where they don't necessarily want to go, but ought to!" WOW!

## **Vision.**

Having a vision is a seminal trait of a leader! And when you've clearly defined that vision for your organization, you can turn your vision into reality!

What will it take to turn your vision into actionable steps for your organization?

## **Get Better!**

First, grow yourself with what you listen to, read and view! Then share the same with your organization! Grow leaders at every level of your organization. When you create "indispensable people" throughout your operation, you make your leadership responsibilities easier!

## **Manage the Change!**

See change as your ally. All progress is the result of change. If you don't change, you will be left behind! Use your technology to stay in the NOW! Learn the most efficient methods and cost-effective tools to help save time, energy and even lives!

### **Build the Team!**

Trust, cooperation and commitment produce effective teams. Think, work and win like a team.

### **WOW Your Customer!**

You have two very different customers. Remember your internal customer first! These are your co-workers, the members on your team, your lifeline. Then there's your external customer. When the call comes in for you, that external customer is depending on you to save their very lives! Nothing less than exceeding expectations will do!

### **Master the Winner's Attitude!**

Everyday, you must suit up and put on your armor. That is, how you view and therefore handle life with its never-ending drama! Your approach to those situations are determined by your thoughts, which become your words, which become your actions, which become your habits, which become YOU! You determine your attitude!

Master it; and here's how:

1. **Wake up & Dream.** Consider all your possibilities! What is your vision for your organization, your division, and your department? When Phil Jackson, coach of the of Chicago Bulls, took his team to the frozen park where champions are celebrated, they were losers. He said, "Imagine standing here and seeing yourselves as

winners! Imagine yourself holding up the NBA Championship trophy... then go for it!"

2. **Show up.** When you get to your place of employment, do more than you are paid to do. Go beyond expectations! Woody Allen said 80% of success is just showing up! I shared with you from my book, **An Attitude of Excellence**...if you just show up 80% of the time, you will get the opportunity. If you show up on time, you get the opportunity 85% of the time. If you show up on time with a plan, you get that opportunity 90% of the time. When you show up on time with a plan and implement your plan, that opportunity occurs 95% of the time. And finally, when you show up on time with a plan and implement that plan with excellence, that opportunity is yours 100% of the time!

3. **Stand up.** Everyone should become a leader of one. Why? You must be able to lead yourself before you can lead others! Go after the 1% solution...get 1% better everyday! Remember: the horse that wins the Kentucky Derby by a nose gets 10 times more than the horse that is just a little slower. Be a little better everyday! One major TIP...grow while you go. Make your car a rolling university! The average commute in America is 60 minutes. An hour a day.

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Over 40 years, you will be in your car, 7 years out of your life...in that time you could become a nuclear physicist. Use your commute time to grow! Grow while you go! Avid readers are leaders! Aim for one self-help and one business development book a month.

4. **Step up & swing for fences.** The economy has thrown us all curve balls! We must change or become non-essential personnel - we can either expand or become expendable. Next, see change as our ally. And your attitude must embrace the concept that “change is good when your attitude is great!” That kind of attitude will help you adjust to almost any circumstance!

5. **Think up.** Develop a win/win mindset! Help enough other people get what they want and you will get what you want! Remember, your best is yet to come!

*-Willie Jolley*