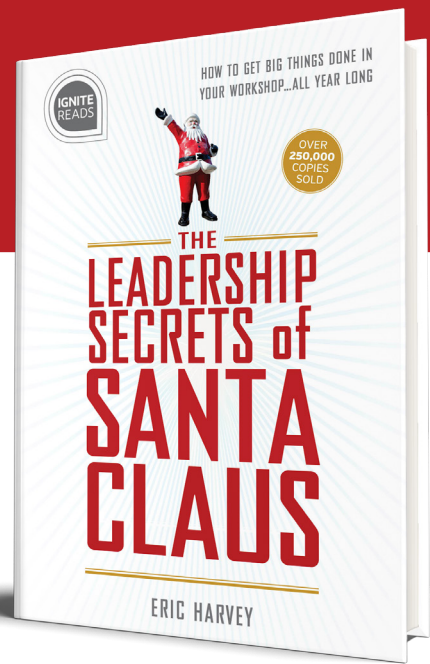


Spark Impact in Just One Hour

Value-Building Experiences
by SimpleTruths.com



A Guide for Great Management:

The Leadership Secrets of Santa Claus
by Eric Harvey

Includes printable worksheet for meeting participants
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Get big things done in your workshop...all year long.
How?



Prior to your meeting, provide a copy of *The Leadership Secrets of Santa Claus* to each meeting participant and request the participants read the book and come prepared for discussion. The book will also serve as a learning tool and a future resource to reinforce training ideas.

Ask these thought-provoking questions prior to discussing the book:

1. If you are a manager/leader, what are some of your biggest challenges?
2. As an employee, what is an area you feel management could improve?

BOOK DISCUSSION QUESTIONS

1. Build a Wonderful Workshop

- ✓ What is your company's mission and why is it important?
- ✓ Do you know how your job links and contributes to the company's mission?
- ✓ What training, tools and resources are necessary for the success of your job? Are you receiving these things?

2. Choose Your Reindeer Wisely

- ✓ Think about your hiring process – do you have rigorous requirements that can help you vet out the best person for the job?
- ✓ What criteria do you use to make sure you're promoting the right person for the right reasons?
- ✓ When hiring or promoting, do you look for a diversity in skills, perspectives and ideas? If so, how? If not, how can you incorporate this into your process?

3. Make a List and Check It Twice

- ✓ Think about a goal you have for the coming month and answer these questions:
 - ❄ What needs to be accomplished?
 - ❄ Why does it need to be done (or, how does it contribute to your overall mission)?
 - ❄ When does it need to be done?
 - ❄ Where are you now in relation to the goal?
 - ❄ Who will be involved in accomplishing the goal?



How will it be accomplished (what are the specific steps involved and resources required)?

- Do you schedule progress meetings to check in with teams and individuals on how they're progressing with a goal? If so, what do you do? If not, brainstorm ideas for adding these into your process.

4. Listen to the Elves

- Is there a process for employees to provide input into decisions that are made that would affect them? Why or why not?
- Do you do employee surveys to find out how they perceive management and the company as a whole? Why or why not?

5. Say Ho Ho Ho, but Don't Forget the Snow

- How do you recognize positive performances? How do the employees feel about the way you recognize them?
- Do you have a process in place for dealing with the unexpected? If so, what is it? If not, brainstorm ideas.

6. Give Them Gifts That Last a Lifetime

- What training do you offer employees? How does this training help them build their success skills?
- How do you reinforce good relationships in the workplace?

7. Get Beyond the Red Wagon

- What strategies do you use to introduce change into the workplace? How have they worked?
- Do you offer any cross-training or rotating assignments within departments so employees can understand what their colleagues do? Why or why not?

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- ✓ Have you ever tried a departmental “swap” program so employees can see how other business units operate and how all units are interdependent for achieving success? Why or why not?

8. Share the Milk and Cookies

- ✓ Brainstorm low-cost, high-impact ways you can recognize employees.
- ✓ Recognition should be everyone’s job, so try brainstorming ways you can encourage a culture of recognition among colleagues.

9. Find Out Who’s Naughty and Nice

- ✓ Do you wait until reviews to deal with performance issues or do you deal with them right away? How has this worked out for you?
- ✓ How do you help employees be the best they can be?

10. Be Good for Goodness Sake

- ✓ What behaviors do you expect from your employees? Do you model these behaviors? Why or why not?
- ✓ Do you have established guidelines and accountability? Are your employees aware of what these are?

It isn’t magic – it’s Santa’s easy-to-follow coaching principles for creating a happier workplace!

Use Santa Claus’ ten practical strategies to help lead others and get big things done all year long!

Contact us to learn more or tell us about how this Discussion Guide sparked impact for you and your team!

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