

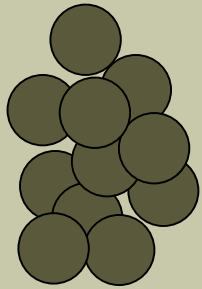


Management
Associates

*Ordinary People
Extraordinary Service*

Leadership:
The Foundation of Extraordinary Services

LEADERSHIP



***Extraordinary
service***



Organization

Leadership



Culture



Employee Satisfaction



Employee Ownership



Quality of Services



Customer Satisfaction

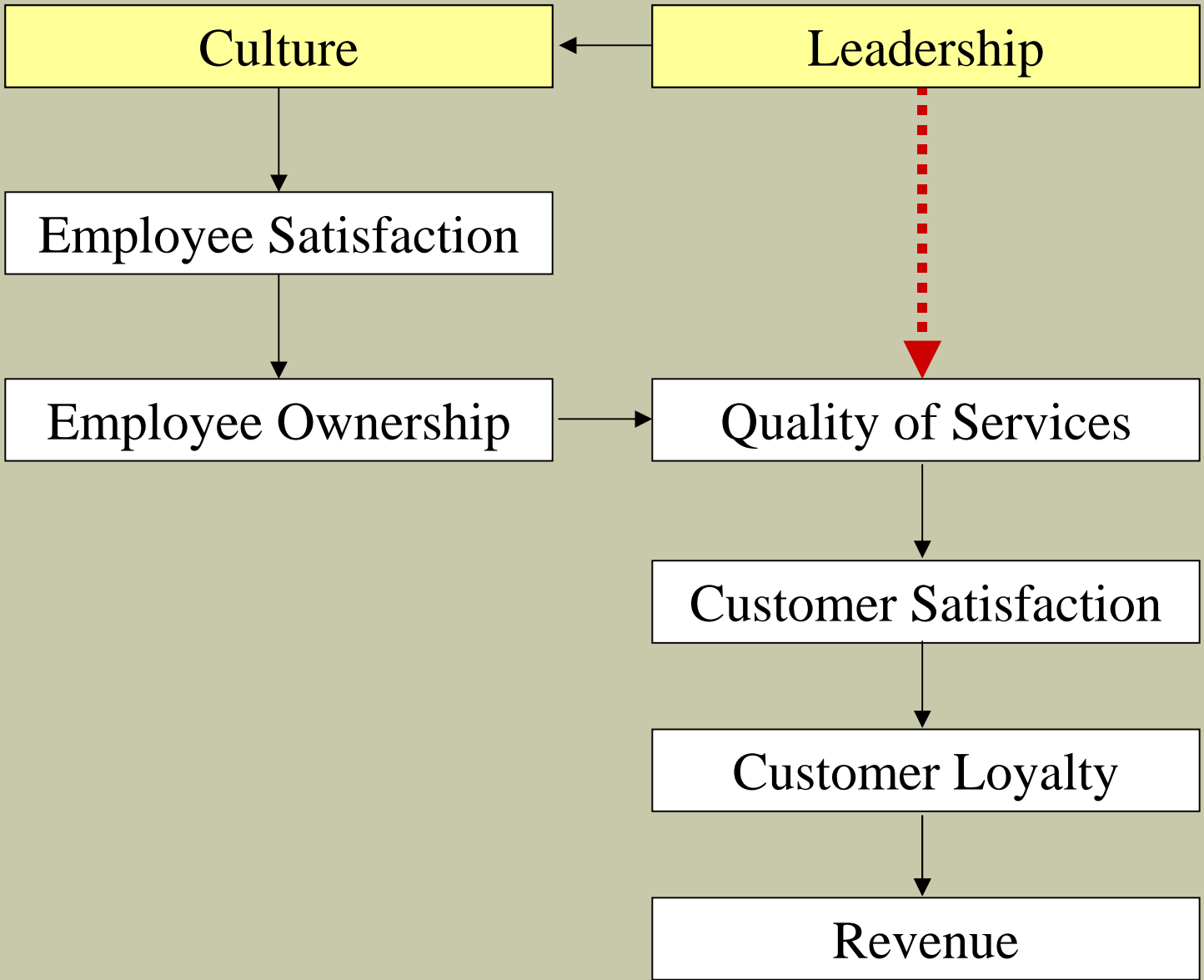


Customer Loyalty



Revenue

REVENUE - SERVICE
CHAIN



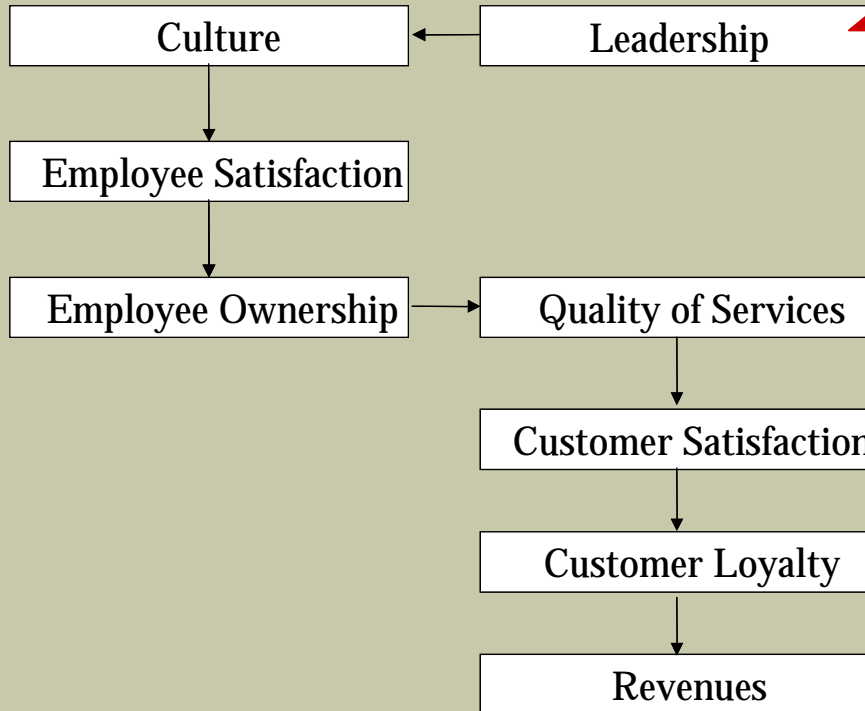
human environment

**formal leadership
influence
perceived power**

**staff
volunteers
constituents**

**contribution
why exist
vision**

**sustainability
resources
funding
viability**

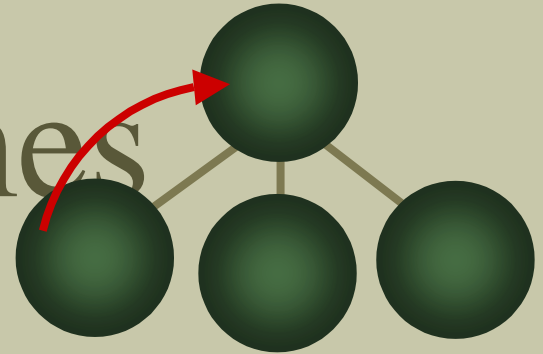


Knowledge



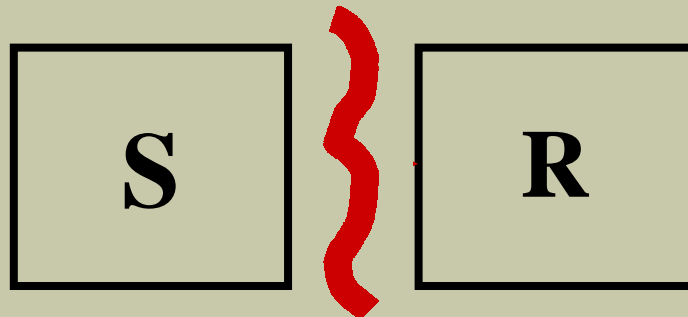
Responsibility

Four Themes



Perceptions

Choice



The Ideal Boss

**If you were hiring a boss
who would create a culture
in which you would
perform in an extraordinary
manner, what would you
look for?**

Definition of Leadership

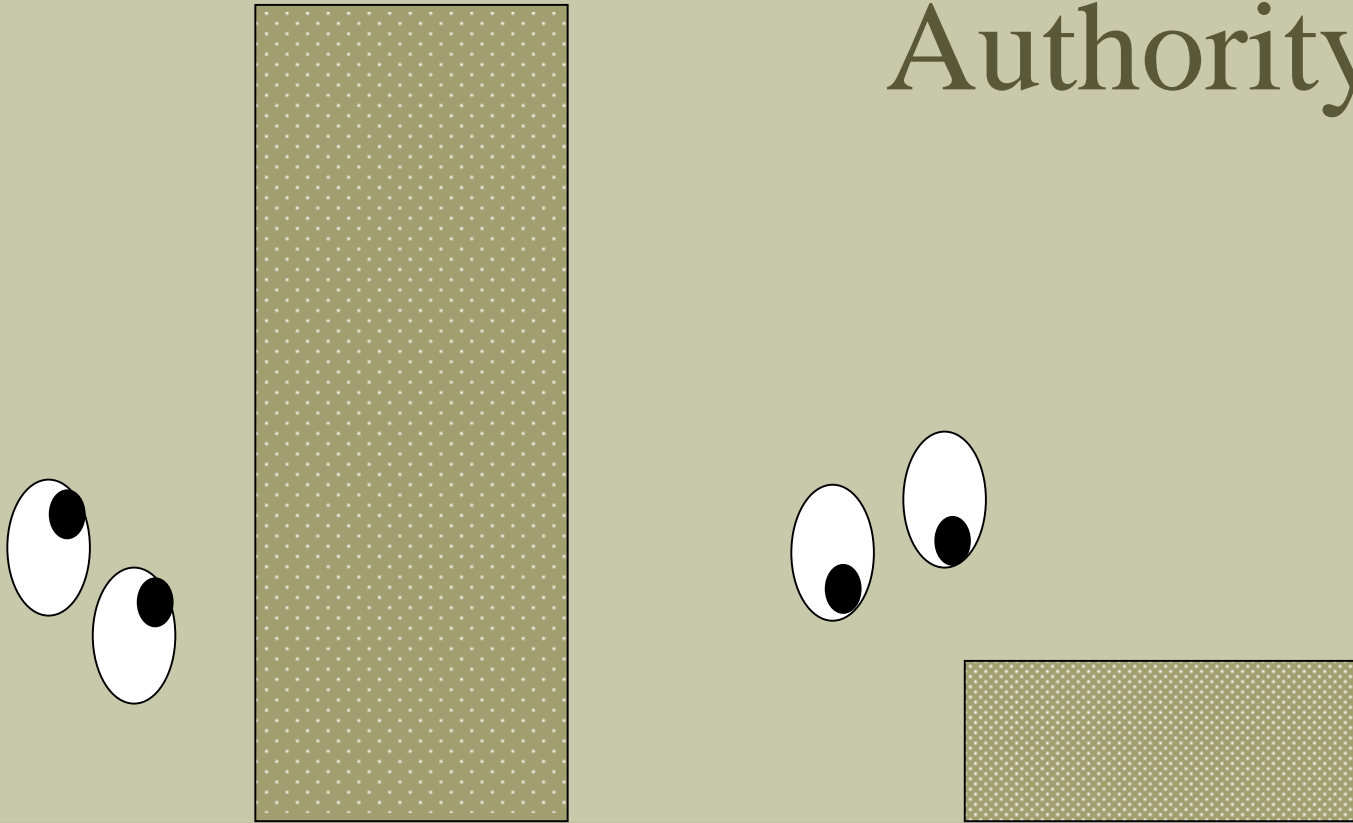
work done

authority

objectives

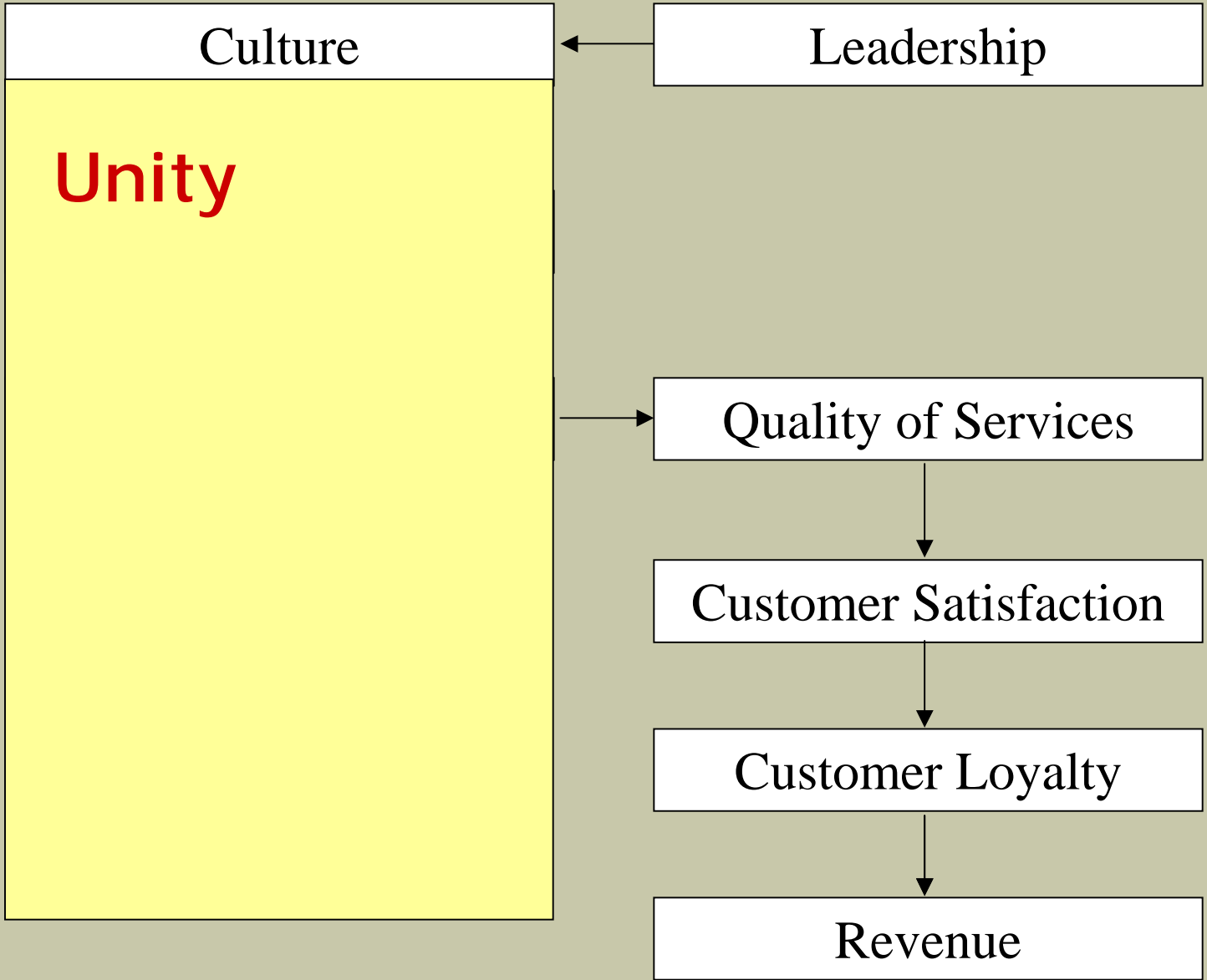
people

Perceptions & Authority



Excellence is 100% voluntary.

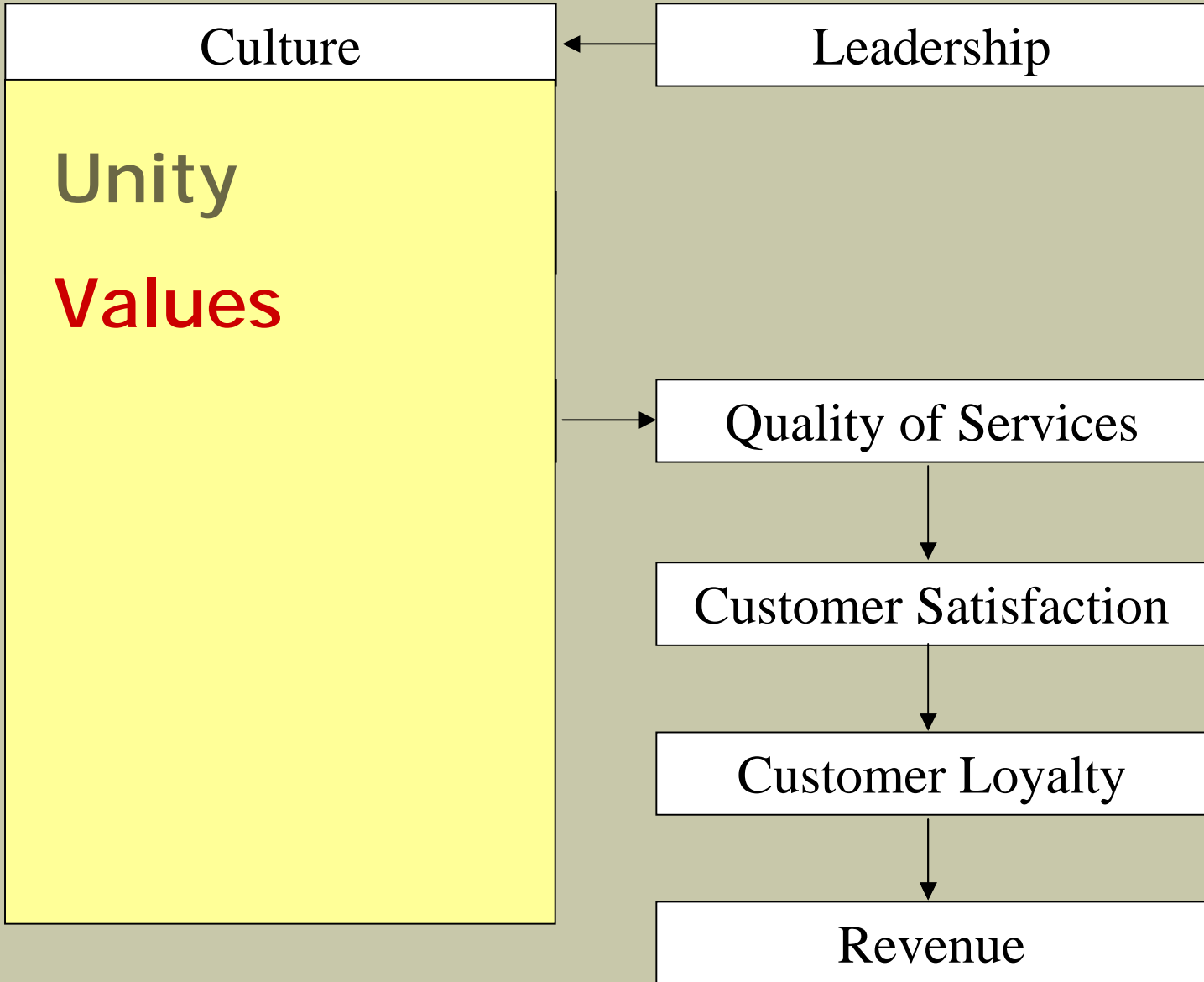
W. Edwards Deming

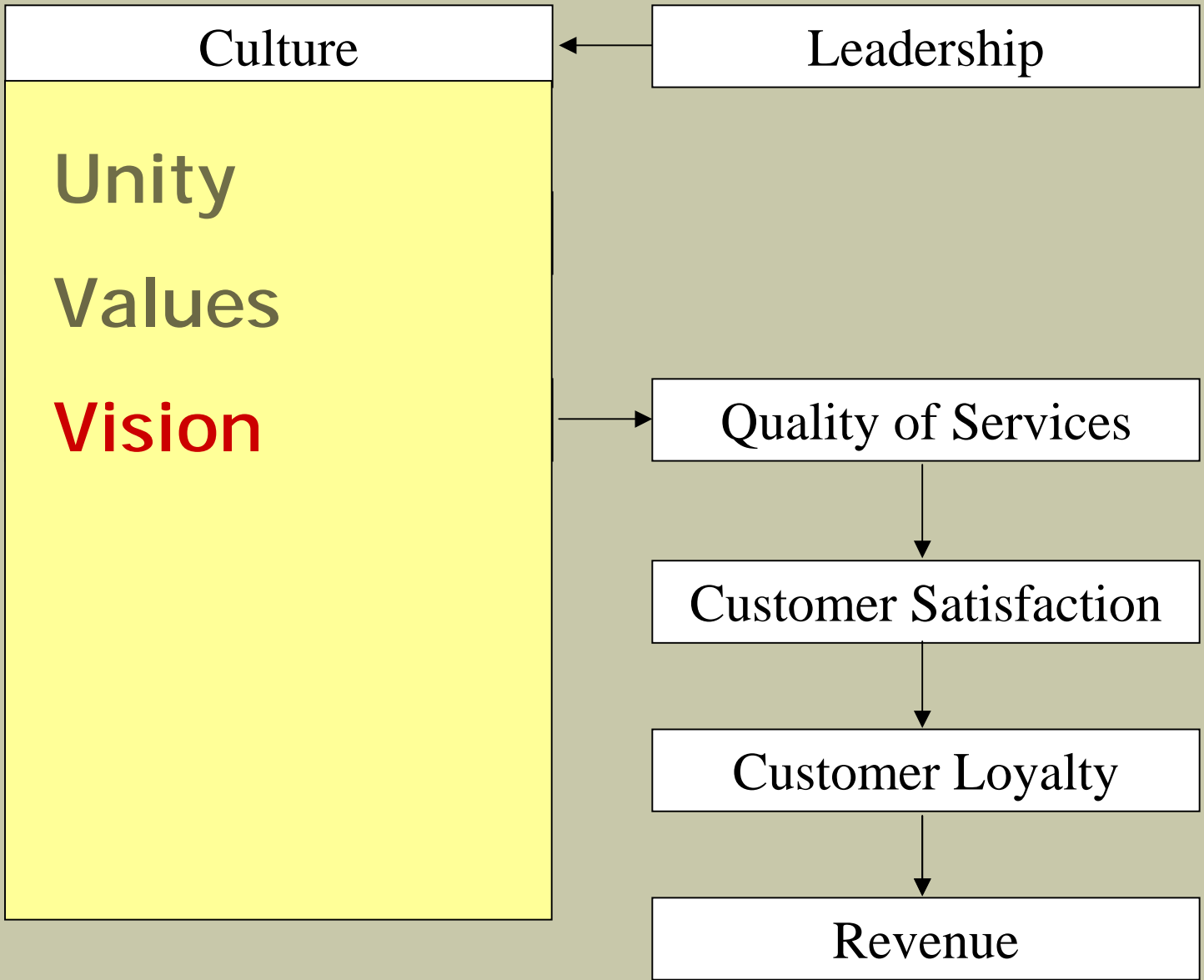


If everyone in an organization is working as hard as they possibly can, its not nearly enough.

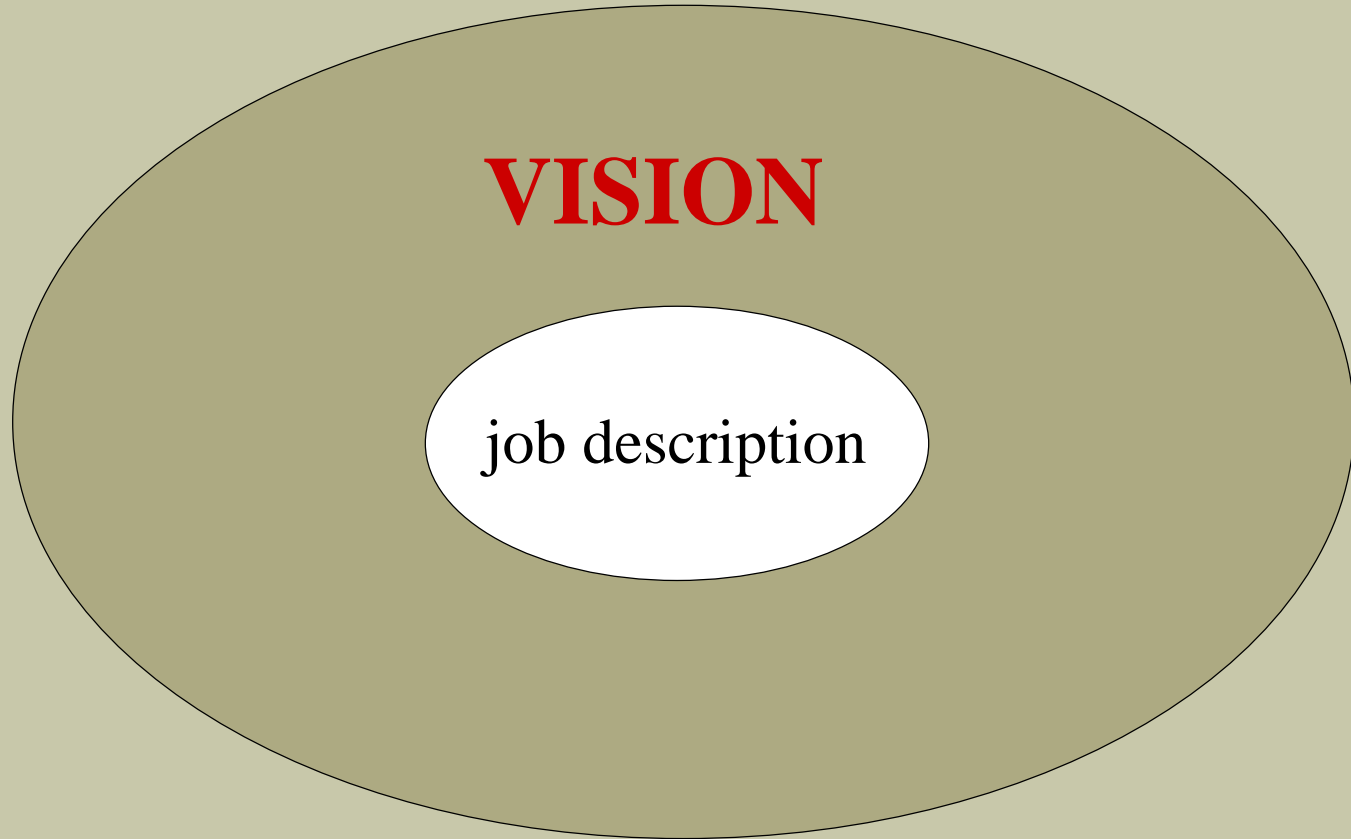
At that point profound teamwork is required.

W. Edwards Deming



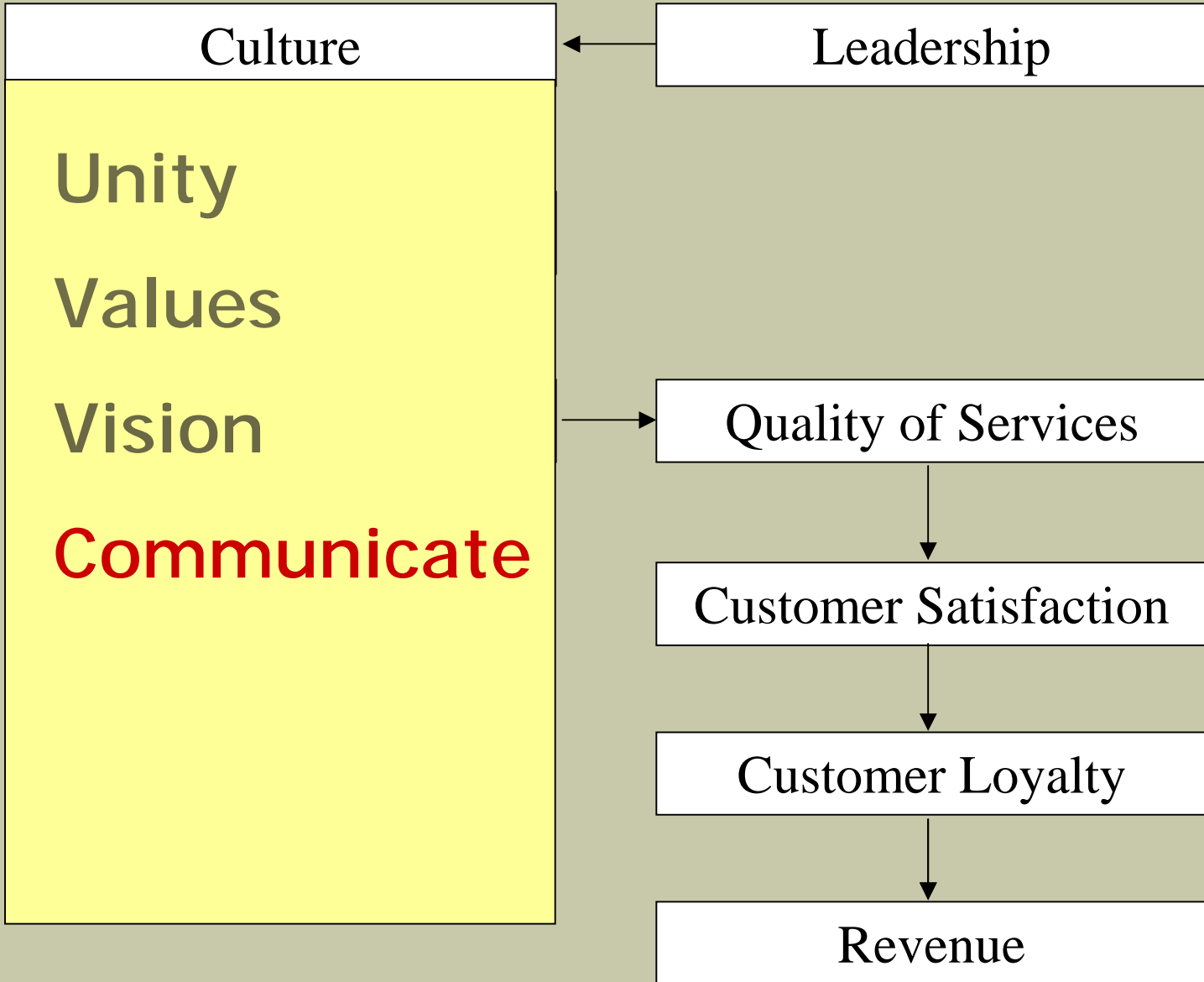


Achievement



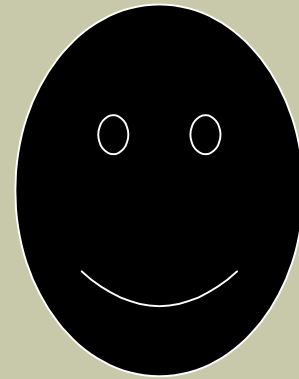
The effort of will required for such a task cannot be summoned up merely by appeals for action against the countless ills afflicting society. It must be galvanized by a vision of human prosperity in the fullest sense of the term -- an awakening to the possibilities of the spiritual and material well being now brought within grasp.

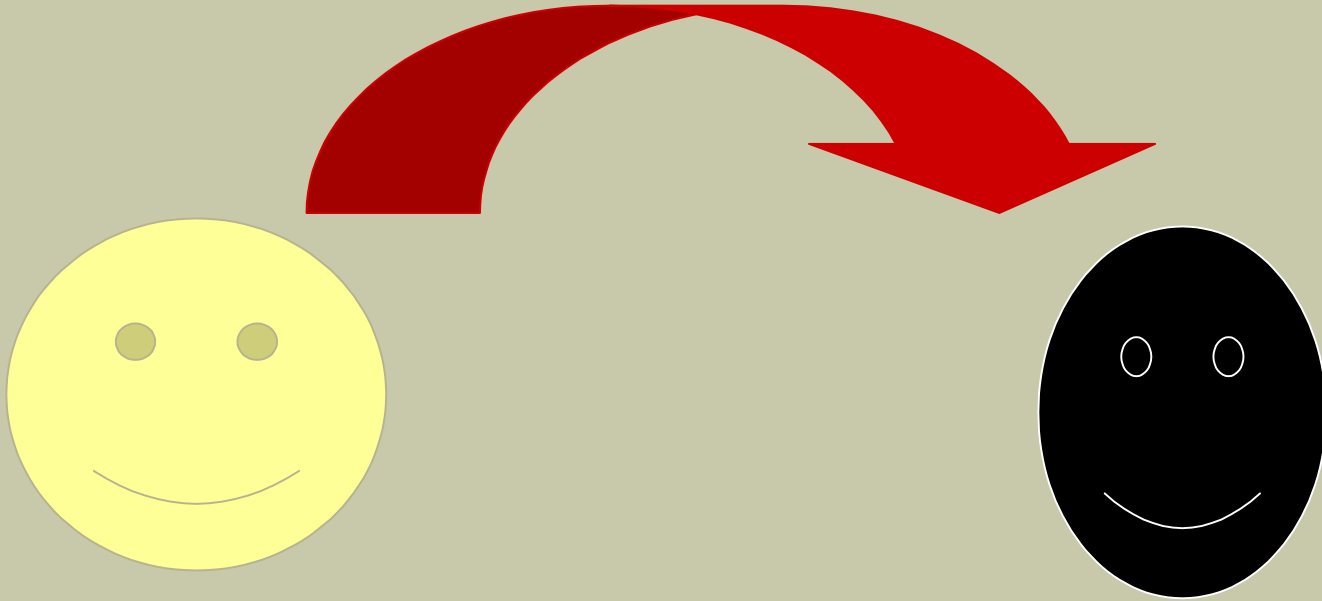
Bahá'í International Community

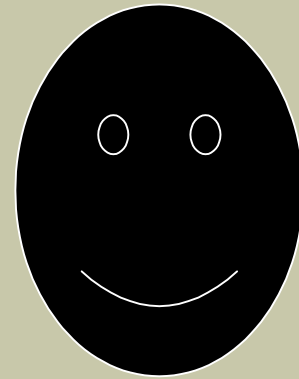


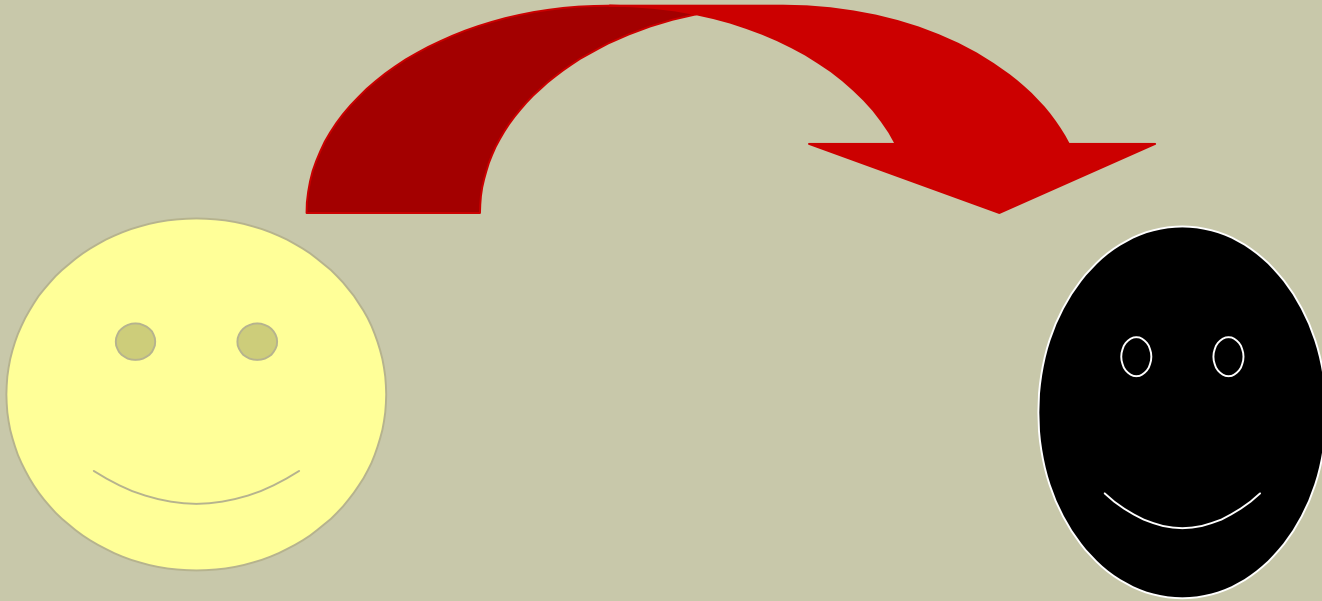
The zeal with which people in Great Groups work is directly related to how effectively the leader articulates the vision that unites them.... Such leaders understand very basic truths about human beings. They know that we long for meaning.
Without meaning, labor is time stolen from us.

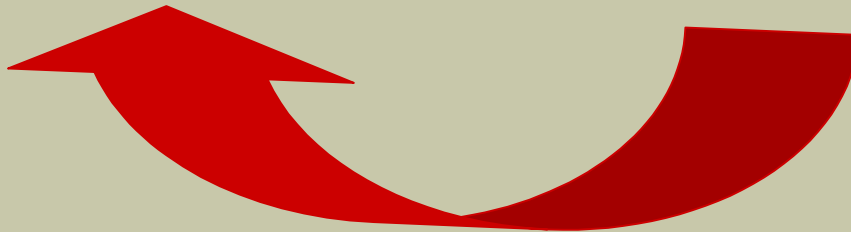
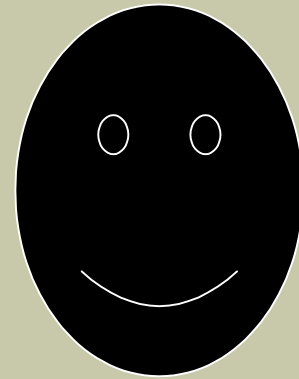
Warren Bennis

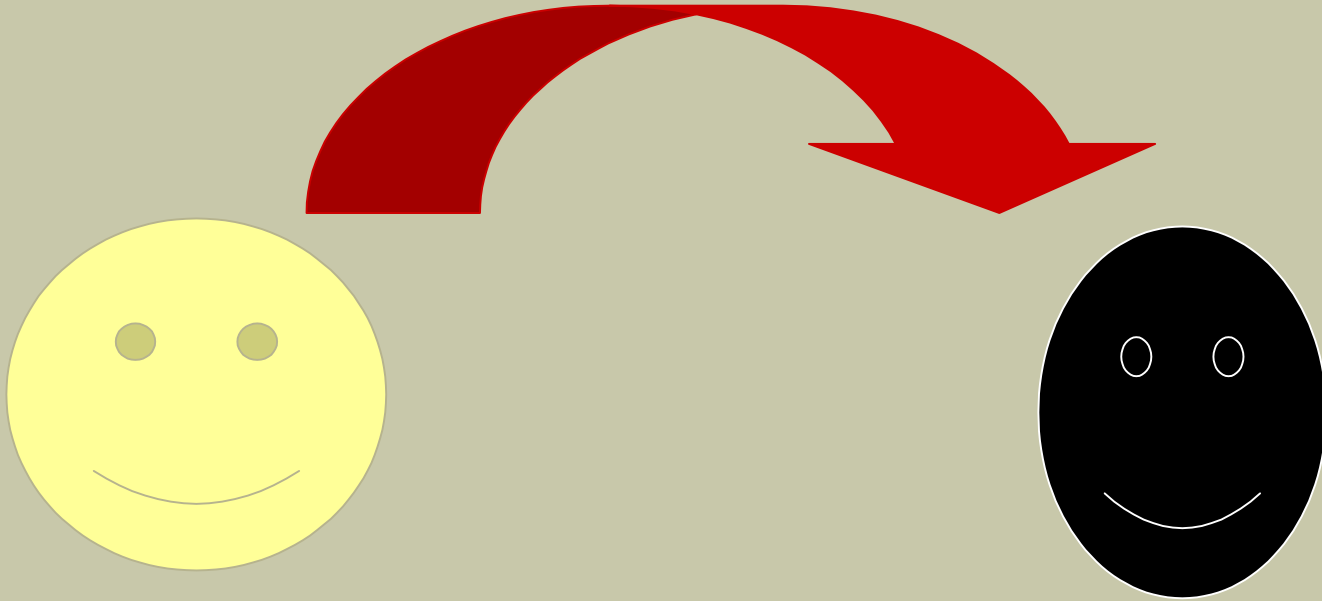


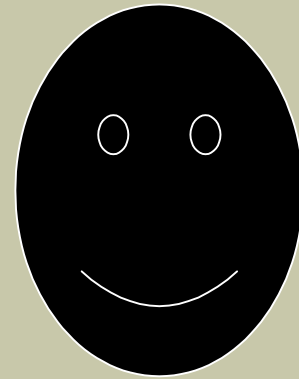


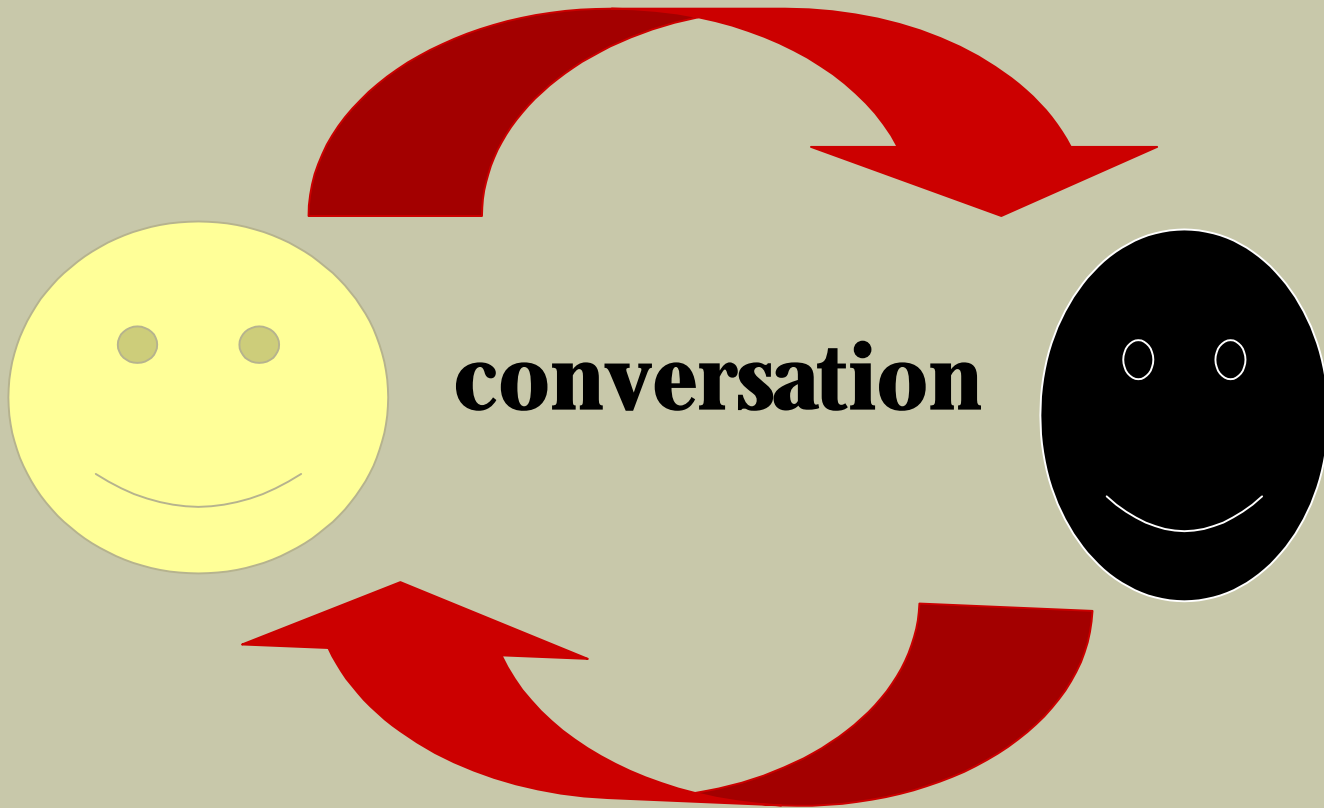


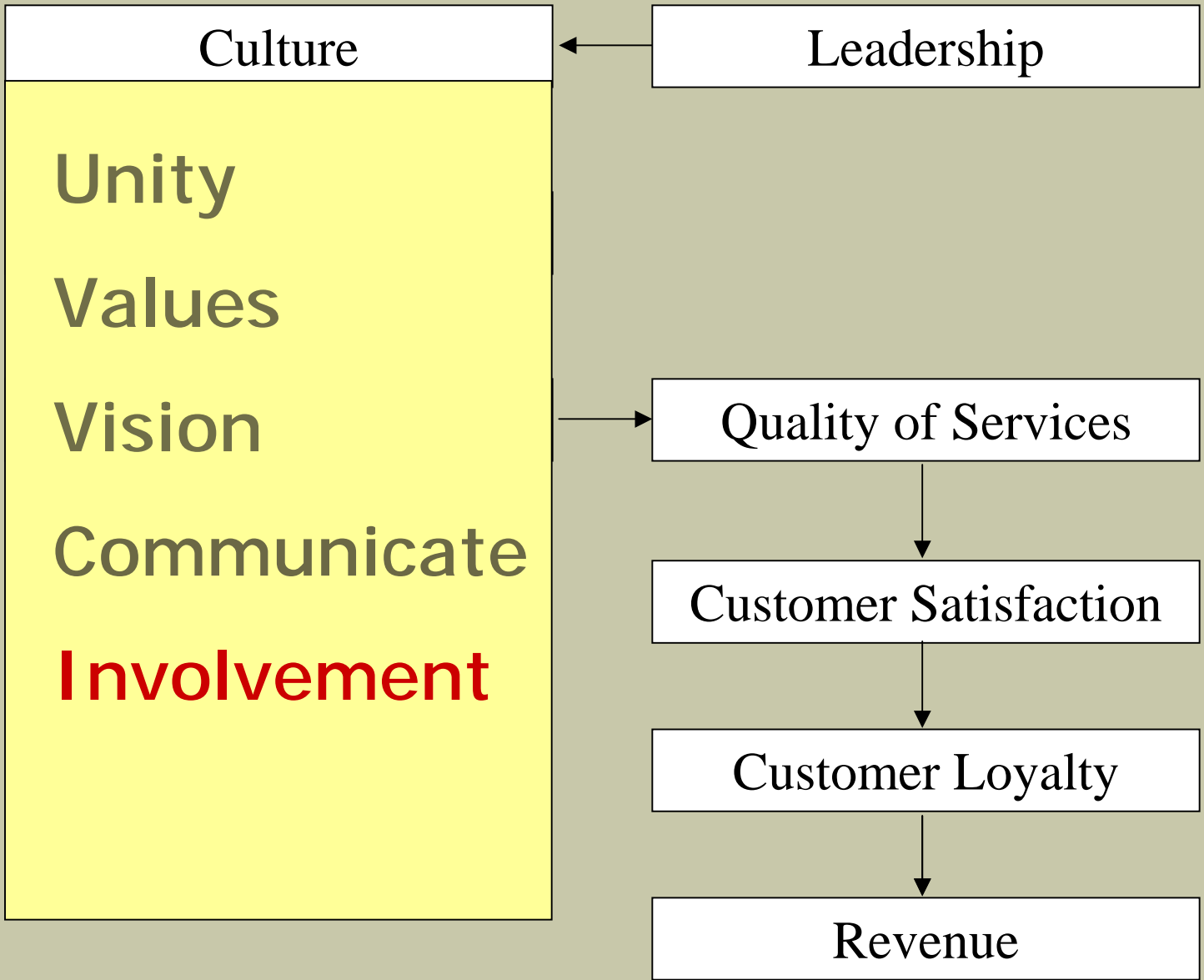












Involvement

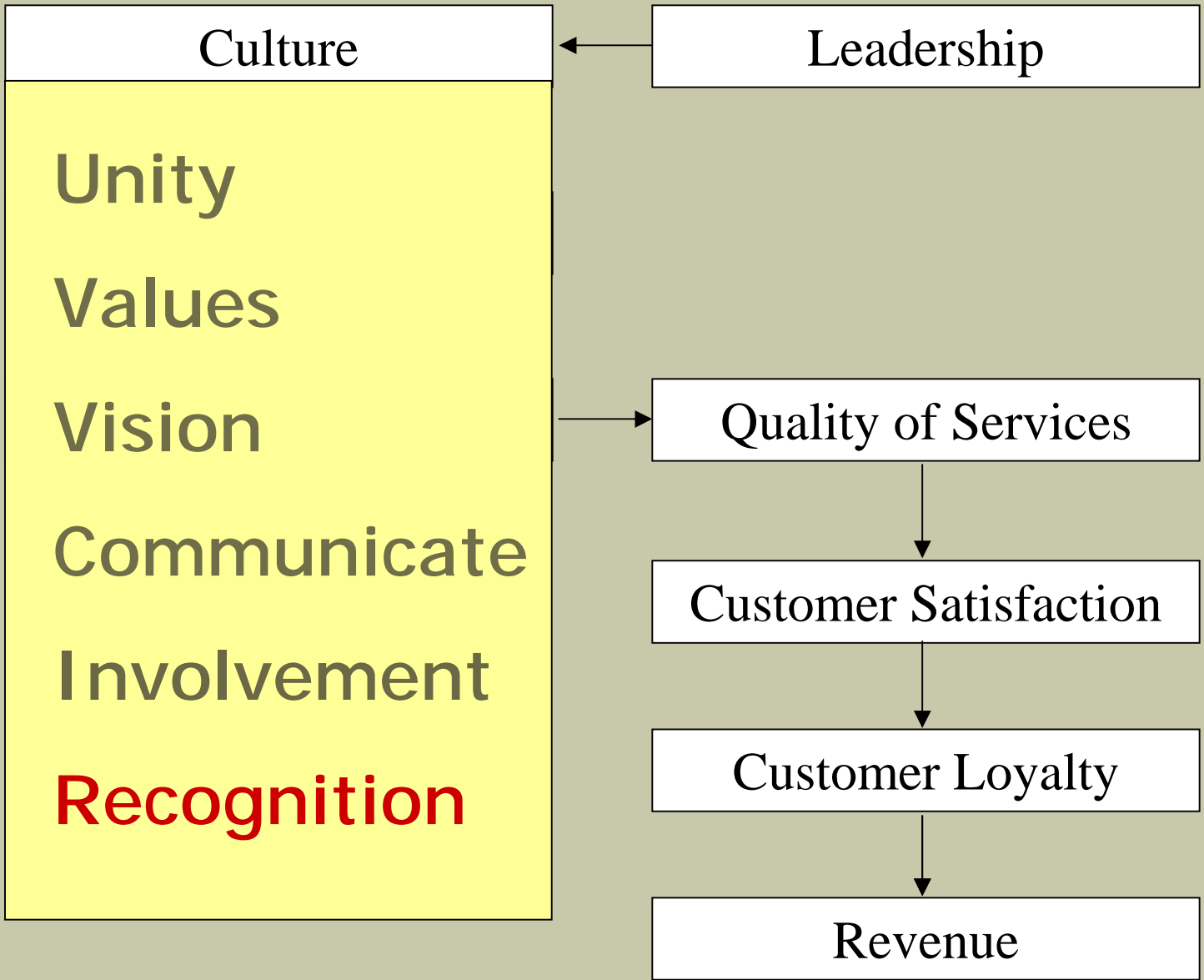
motivation

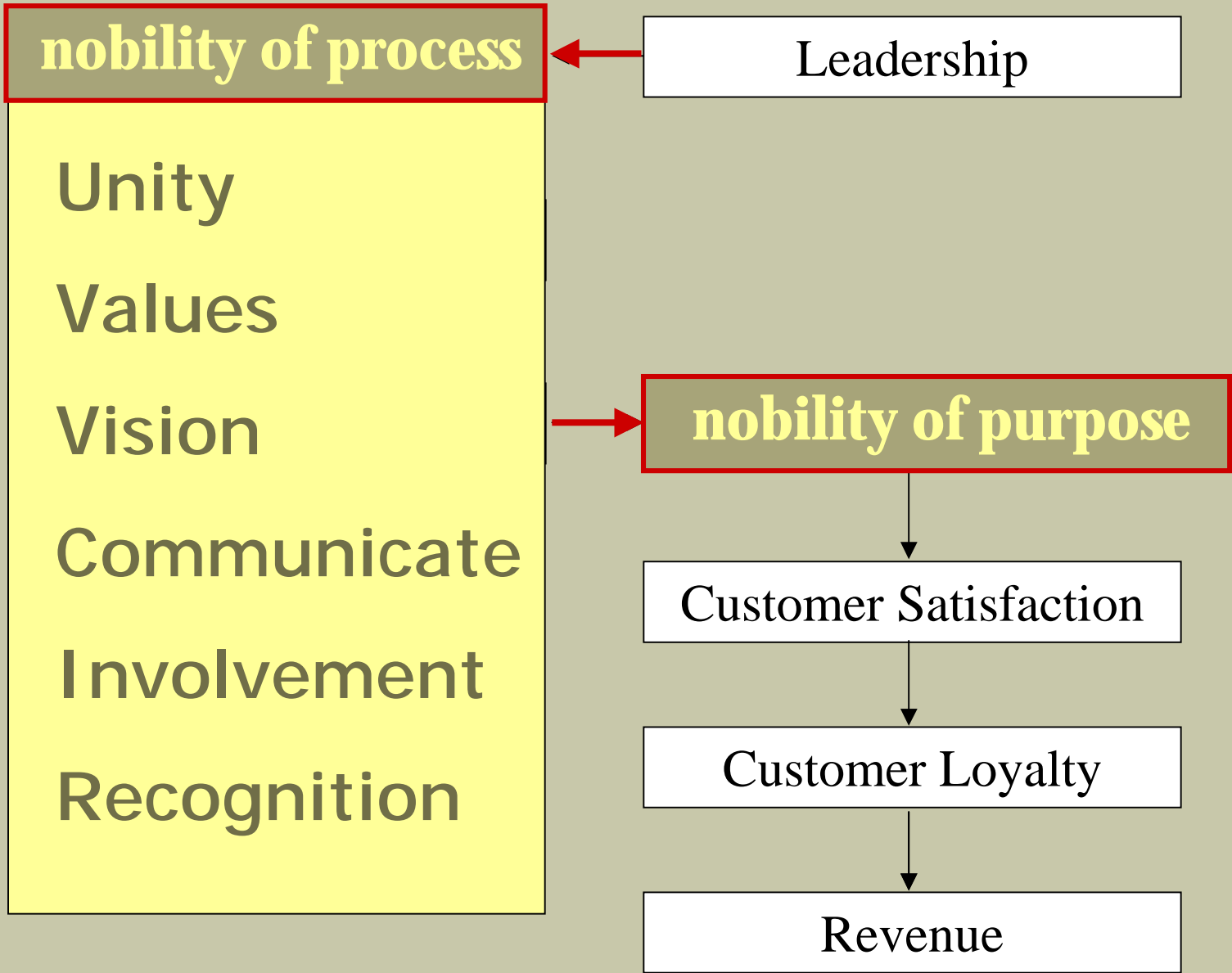
Involvement

ownership → **motivation**

Involvement

involvement → **ownership** → **motivation**







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