

DAILY HUDDLE

Be Confident - Be Empowered - Lead from the Heart

Sweet Results

"Great leaders don't set out to be leaders... they set out to make a difference. It's never about the role—always about the goal!" – Unknown – Yes Is the Answer

INFORMATION

Arrivals/Departures - Departments – VIPS – Groups – Meetings - Local

RECOGNITION

New Hires – Anniversaries – Birthdays - Shout Outs!

COACHING

TODAY'S FOCUS:

(To prepare for today's Huddle, read through the activity, and consider bringing a treat, pins, or certificates for each associate indicating they are LEADERS!)

Today's Focus: Being a Confident Leader – Without a title!

Ask: Raise your hand if you are a leader? (If anyone raises their hand that does not have a "Title" congratulate them and say, "YES YOU ARE!")

Ask: How many of you have heard of "Influential Leadership?" Who can tell me what that means? (People who inspire others through their example.)

Ask: Can anyone give me an example of this? (If nobody volunteers, share an example of an associate doing a good job, which inspires others to do a good job!)

Say: You are ALL leaders here at XYZ! We only hire leaders! The person who interviewed you saw the leader in you, and that is why you're here today!

Say: Sometimes, we mistake a manager for a leader. A manager makes the schedule, ensures the shifts are covered, and does the ordering, forecast, or inventory. If your actions inspire others to dream more, learn more, do more, and become more, YOU ARE A LEADER!

Say: As a matter of fact, the most common way people give up their power is by thinking they don't have any! Each day all of us have the power within us to come to work and do the best job we can do! Do you need a title to do that? (Get answers)

Say: Each person alive today has the power to inspire, elevate and influence each person we meet by providing a great example. Do you need a title to do that? (Get answers)

Say: Everyone alive can treat stakeholders with respect, appreciation, and kindness, and in doing so, raise the organization's culture and reputation. Do you need a title to do that? (Get answers)

Say: Are you a leader if you: Pick up trash on the floor? Show up with a good attitude? Step in and offer help to a busy department? Continue to learn? Ask for help? Share your awesome ideas? Encourage others? Show Respect?

Ask: Do you need a title for these things? (Heck, NO!)

Say: Leaders ask, "How Can I Help?" vs. "It's not my job"

Say: Imagine if Jobs, Roosevelt, Mandela, Edison, King, Einstein, or Helen Keller said, it's too hard; it's not my job.

Say: We need your gifts; the WORLD needs your gifts! Stand Tall and Be Confident in the knowledge that YOU ARE A LEADER!

Do: Let's go around the circle and make an "I Will" commitment of how you WILL show up as a leader today! (This can be for work, personal, or both!)

GOALS

Daily Goal - Guest Service Goal - Follow-up from Yesterday