

Leadership Training

# SAFETY STAND DOWN

2018

NORMALIZATION of EXCELLENCE





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# Leadership Training – Key Takeaways



- Great **communication** is the key to achieving workplace synergy.
- **Motivating** your team can be difficult, but it is effective in promoting a positive culture.
- **Teamwork** starts with you and is vital for establishing the standard for normalization of excellence.

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2018  
NORMALIZATION of **EXCELLENCE**



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A professional office setting with several people in business attire. A man with a beard is leaning over a desk, smiling and pointing at a laptop screen. A woman with blonde hair is sitting at the desk, looking at the screen. Another man is sitting next to her, looking at the screen. A woman with blonde hair is sitting in the foreground, looking towards the group. The background shows a bookshelf and a window with blinds.

# Communication

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# Communication

- Communication is critical in aviation maintenance
- Team building and motivation depend on great communication







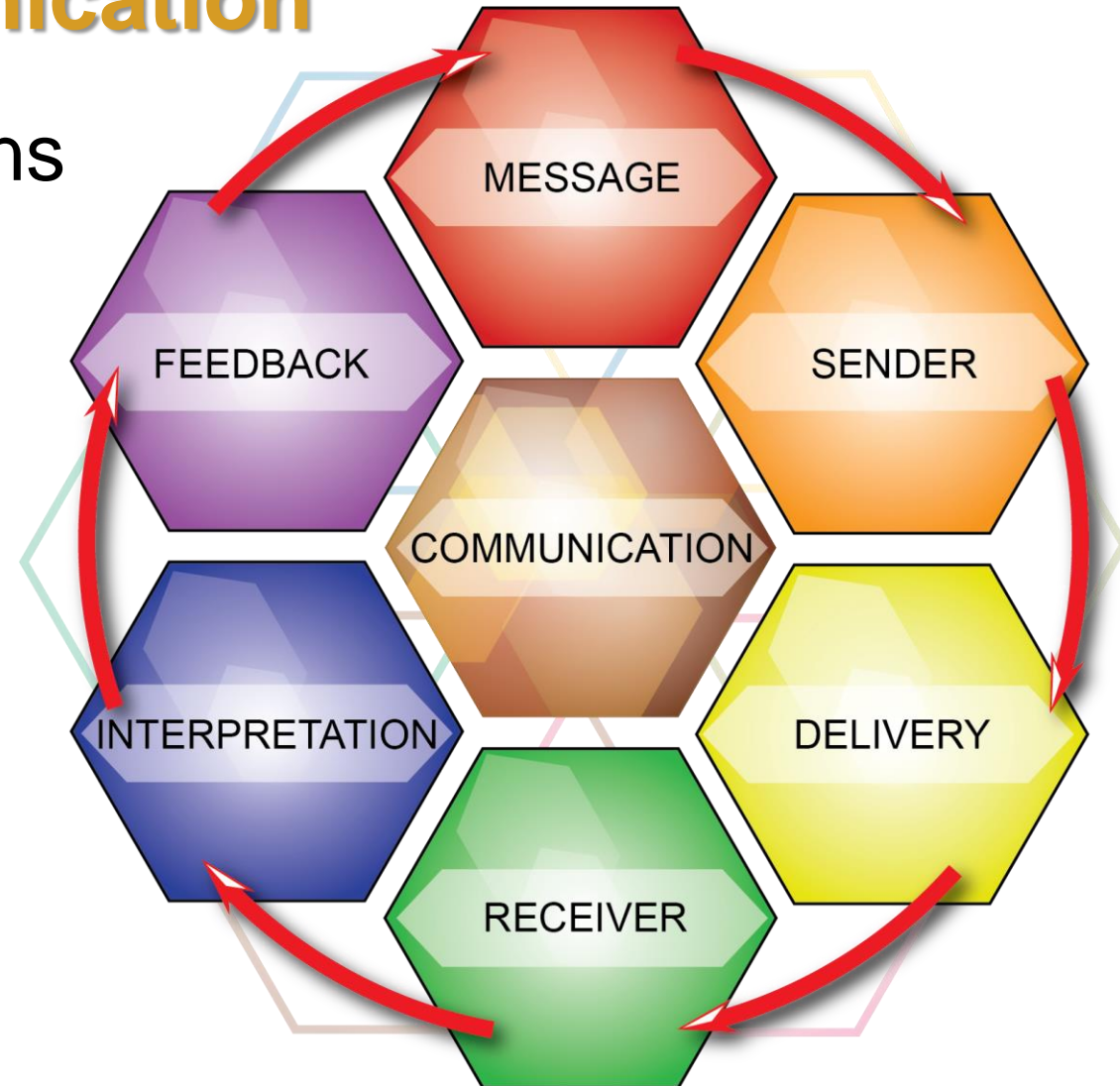
# What Is Communication?

- The process by which information, thoughts, ideas, and feelings are exchanged
- The bridge between goals, performance standards, processes, procedures, and personal achievement



## Elements of Effective Communication

- Effective communication contains these essential elements:
  - Message
  - Sender
  - Delivery
  - Receiver
  - Interpretation
  - Feedback



# Nonverbal Skills

- Eye contact
- Hand gestures
- Facial expression
- Posture
- Personal space / physical contact





## Word Choice

- The sender must use terms the receiver can understand or must explain the words used in the message
- When unsure of the receiver's background, it is better to use common terminology that is understood by all



# Communication Barriers

- Internal barriers
- External barriers





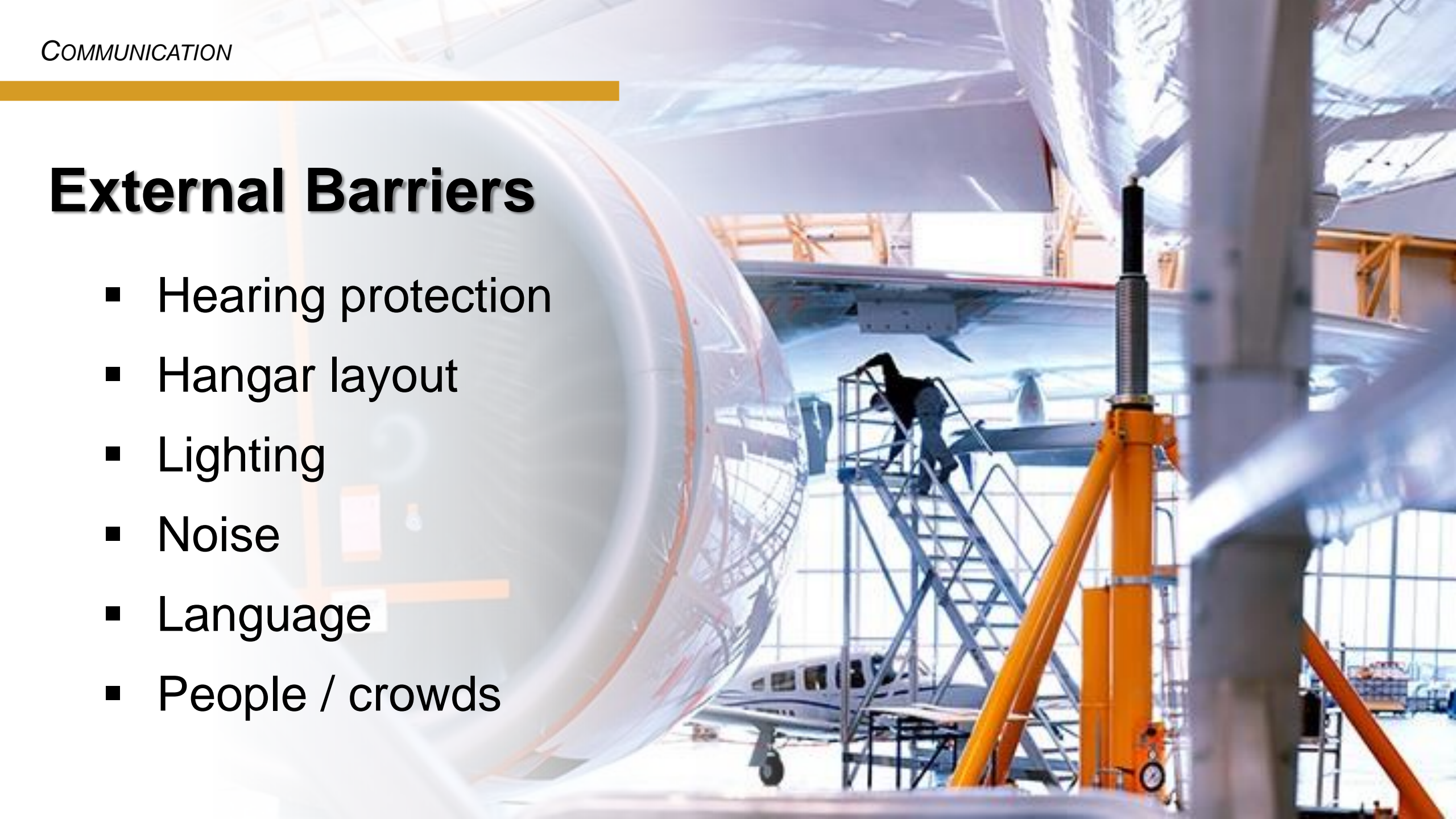
## Internal Barriers

- The filters through which we view and judge the world
  - Can be personal, cultural, defensive, or habit
    - Includes our likes, dislikes, prejudices, attitudes, and more
- When communicating, we tend to see things as a one-way street
  - I speak, you listen
    - In reality, the sender and receiver need to do both



# External Barriers

- Hearing protection
- Hangar layout
- Lighting
- Noise
- Language
- People / crowds





# How to Handle Communication

- Promote communication continually
- Know how to communicate differently
- Be good listeners

# Project a Positive Personality When Communicating

- Personality is very important in positive communication
- Use humor when appropriate
- Refrain from acting superior
- Verbal communication is most effective





# The Technique of Carrying on a Conversation Easily

- Be brief and precise with messages
- Never interrupt someone speaking
- Use proper body language
- Don't monopolize a conversation
- Minimize use of slang and clichés
- Never use obscene or offensive language



# How to Improve Your Verbal Communication Skills

- Think before you speak
- Speak with good pace
- Do not get too technical
- Communicate frequently
- Mornings are better



# Listening Motivates People



- Hearing your team:
  - Let them know they are members of your team
  - Show you are interested in them personally
  - Let them know that ideas/suggestions are welcome
  - Assure them that you will back them up



# Tips on Being an Active Listener

- Ask questions
- Weigh the evidence
- Watch your assumptions
- Listen between the lines
  - What is not said
  - Nonverbal elements like facial expressions, tone, posture and gestures







# Motivation

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# *Lesson in Motivation*

“Teaching leaders about motivation is difficult, because they believe their job is to motivate others not themselves.”

# The True Nature of Human Motivation (ARC)

- **Autonomy**
  - Our perception that we are the source of our actions
- **Relatedness**
  - Our need to care about and be cared about by others
  - Feeling connected
- **Competence**
  - Our sense of growth and accomplishment



# Autonomy

- As humans, we must perceive that we have choices and believe that what we are doing is of our free will
- We perceive ourselves and our intentions as the source of our actions





# Relatedness

- People need to care about and be cared about by others
- Connect with others without concerns about ulterior motives
- We all need to feel like we are contributing to and are a part of something greater than ourselves





# Competence

- Being effective at meeting challenges and opportunities everyday and demonstrating skills over time
- Feeling able to do something successfully boosts personal growth and accomplishment



# The Real Story of Motivation

- A motivational outlook conversation:
  - A formal or informal opportunity to facilitate a person's "shift" to an optimal motivational outlook





# Self-Regulation

- The mechanism for countering the emotional triggers and distractions that tend to undermine our psychological needs





# High-Quality Self-Regulation (MVP)

- Mindfulness
- Values
- Purpose

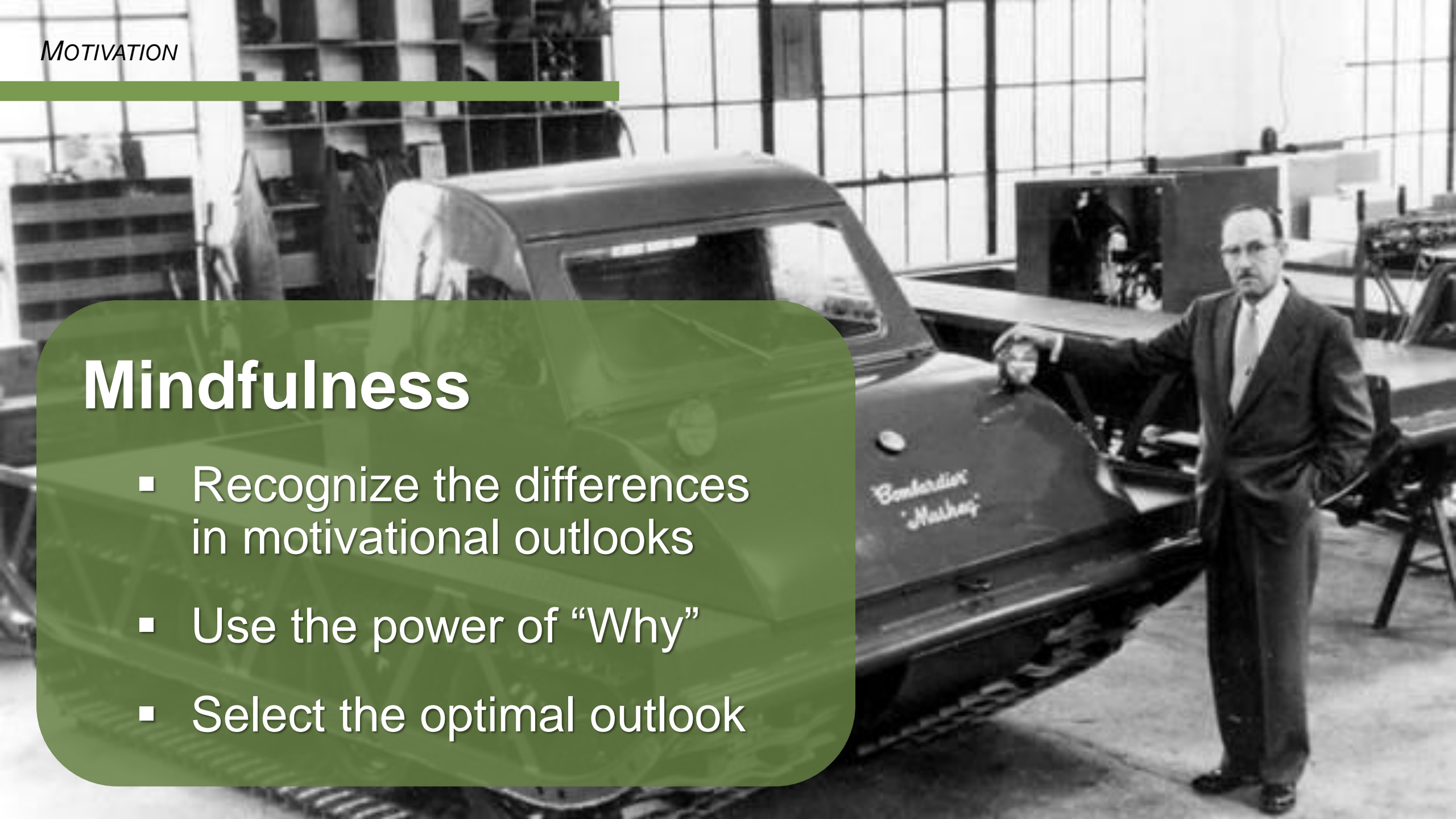


- **Mindfulness**
  - Being aware and attuned to what is happening in the present moment without judgment or an automatic reaction
- **Values**
  - Premeditated, cognitive standards of what a person considers good or bad, and better or best
  - A guideline for how you work and live your life
- **Purpose**
  - A deep and meaningful reason for doing something and acting with noble intentions



# Mindfulness

- Recognize the differences in motivational outlooks
- Use the power of “Why”
- Select the optimal outlook



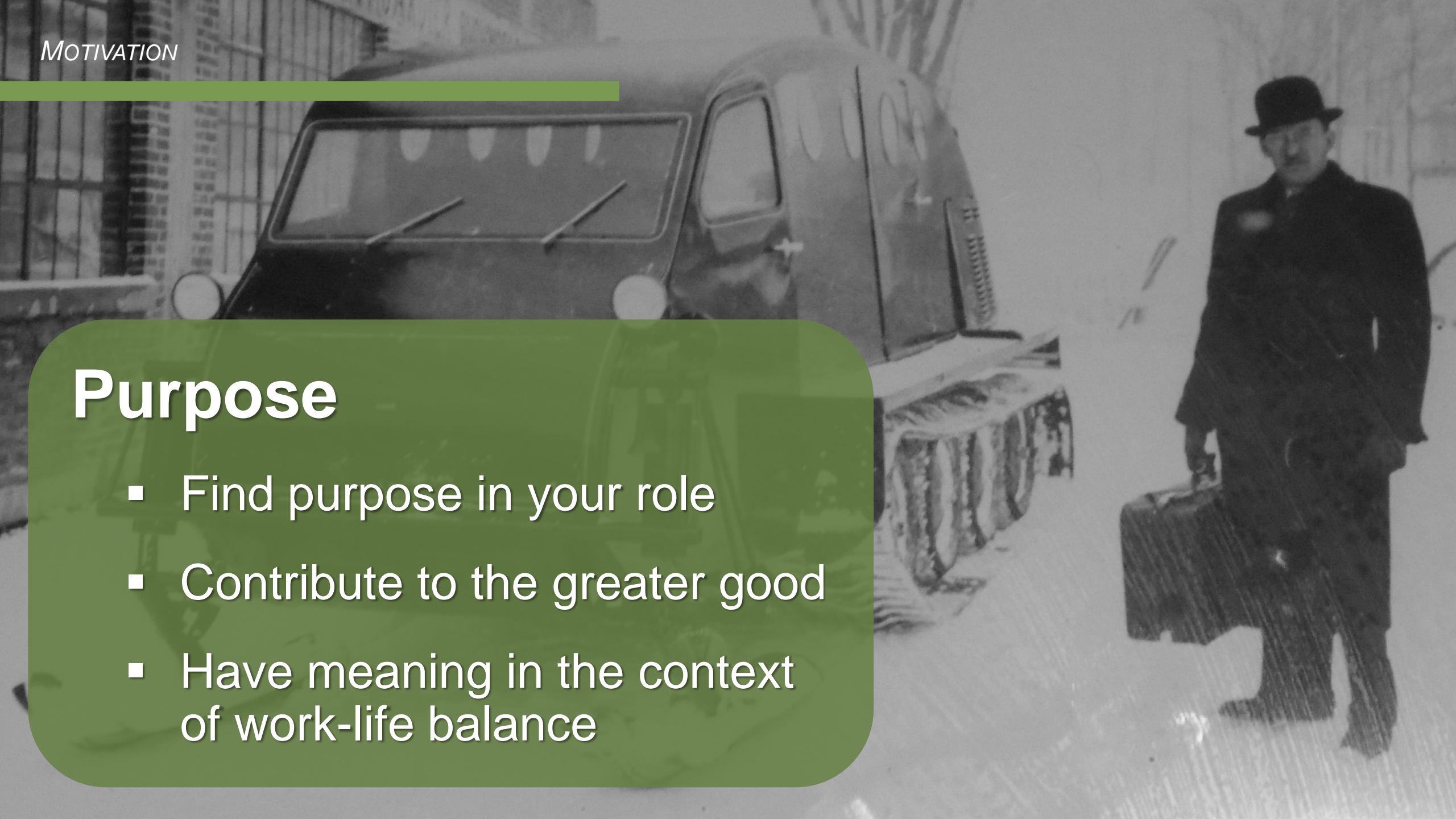


## Values

- Connect with a noble purpose
- Align personal and workplace values
- Shift to include your values for optimal motivation

# Purpose

- Find purpose in your role
- Contribute to the greater good
- Have meaning in the context of work-life balance





# How to Activate Optimal Motivation

- Identify your current motivational outlook
- Shift to an optimal motivational outlook
- Maintain it
- Reflect



# Identify Your Current Motivation

- Recognize and understand your sense of well-being and your underlying reasons for doing what you are doing





# Shift to an Optimal Motivational Outlook

- Use self-regulation to satisfy your psychological needs for ARC keeping in mind the MVP concept



## Reflect

- Notice the difference between having a suboptimal motivational outlook and an optimal motivational outlook



# Motivational Language

SUBOPTIMAL LANGUAGE	OPTIMAL LANGUAGE
I have to	I get to
I must	I have decided to
I should	I am lucky to
I am required to	I elected to
It is necessary	I have selected to
I don't want to let you down	I am able to
I want to make you proud	I have the pleasure of
It's all about results	I will grow and learn by doing this
I am getting paid to do this	This is what I choose to do
I owe it to you	I would be happy to



# Teamwork

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# Building Teamwork

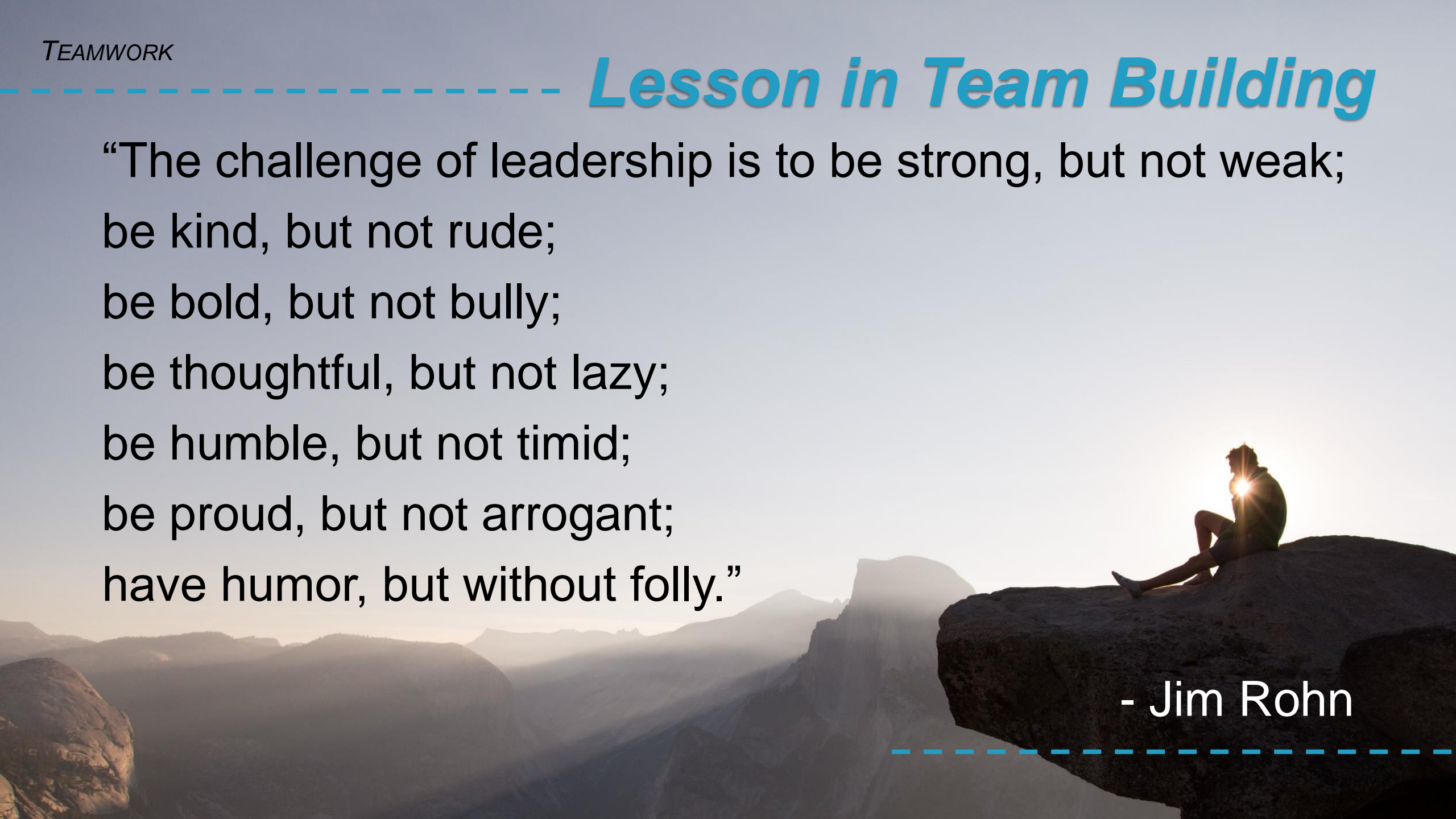
- Provide the foundation for teamwork
- Have the right attitude toward people
- Identify and satisfy team needs



# *Lesson in Team Building*

“The challenge of leadership is to be strong, but not weak;  
be kind, but not rude;  
be bold, but not bully;  
be thoughtful, but not lazy;  
be humble, but not timid;  
be proud, but not arrogant;  
have humor, but without folly.”

- Jim Rohn





# What People Like About Their Leaders

- Show concern for your co-workers
- Consistent/fair treatment of the team
- Encourage shared responsibilities
- Provide clear direction
- Trust that people can do the work
- Act and talk positively

*Do not forget your professional space*

# The Importance of Talking Positively

- You don't get ahead by tearing others down
- Everyone is unique and has their own standards and point of view

*Never criticize your teammates*







# Encourage Cooperation

- Provide clear direction and vision
- Mentor and guide
- Empower your people

*Understand the big picture of the company*

# Importance of Team Building

- How is peak performance achieved?
  - Attitude
  - Motivation
  - Understand your roles and responsibilities
  - Carry your share of the load
  - See the whole process through to completion



*Peak performers are not goal-driven  
They are values-based and inspired by a noble purpose*



# //////////////////// **Shared Vision, Values, and Goals** \\\

- Members work together and are committed to achieving the goals
- Sharing a common purpose can help us overcome challenges







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**THANK YOU**

