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***Sterling Core Value Leadership Series***

***Program Summaries***

***Visionary Leadership (John Kueven)***

* Be bold in setting a vision
* Role model and communicate with confidence
* Goal is to create focus on what is important through a supportive environment aligned to strategic priorities
* Leadership is Action – Not a position

***Customer Focused Excellence (Debbie Vass)***

* Customers are the greatest asset to solidifying an organization’s strategy and ongoing success
* Focusing on customer satisfaction, preferences, loyalty will lead to organizational growth
* Leaders can define a customer focused culture by aligning support of behaviors, standards and actions – which includes providing and valuing transparent, timely and constructive feedback

***Valuing People (Monique Akanbi)***

* Valuing people requires a balanced focus on both customers and employees
* It also requires a deep sense of engagement and belonging for all stakeholders
* And the provisioning of developmental opportunities – through training or other modes of engaged learning
* Create a value delivery system by focusing on outcomes and not activities
* Listen to communicate
* Measure for intended effect and use that to drive continuous improvement

***Delivering Results and Value (Bob Goehrig)***

* Relentless listening and focus on the customer
* Focus on outcomes and not activities – not a to do list
* Robust measurement process – to determine if you are performing well or not performing well
* Promote continuous improvement – to create a restless culture
* Stay agile and resilient

***Focus on Success and Innovation (Bob Madeiros)***

* Make sure to balance short and longer term objectives when you are defining success criteria
* Ensure your organization has a system for the discovery and handling of Innovation
* Anticipate your customer’s needs, expectations and demands
* Establish a system for intelligent risk taking

***Agility and Resiliency (Anthony Napolitano)***

* Hardwire resilience into organizational strategy, workforce, community, and

performance measures and operations

* Resilience protects us from disruption
* Fight smarter, not harder
* Incorporate resilience outside your organization – consider supply chain network and

the communities you serve

* Change the way you think – focus on agility and resiliency intentionally

***Management by Fact (Dr. Sampson Gholston)***

* Use data analytics to drive organizational decision making by focusing on a balance of

not too little and not too much data

* Use performance measures to identify how well the organization is performing against

strategic initiatives and priorities.

* Identify 4-5 Key Indicators to ensure we know what is important to us as members of

the organization

* Make sure to interpret the voice of the process by considering assignable causes and

normal variation (Edward Deming)

* Strive for a management by fact culture to translate measurement to appropriate action

***Ethics and Transparency (Dr. Mary Beth Corace)***

* Leadership sets the tone for ethics – which are a set of moral principles
* Cultural transparency pertains to a level of frankness, freedom from pretense and deceit
* Personal values align to ethics – they include honesty, integrity and respect
* Leaders need to role model ethics, transparency and accountability
* Use exemplary behavior to drive cultural shifts
* Ethical principles are the foundation for culture and values

***Societal Contributions (Gordon Klein)***

* Societal contributions are more than the business…they are embedded in the core

functions of any organization

* Societal contributions inspire and require employee and customer engagement
* Determine a sphere of influence to help define scope for societal contributions
* Think Big – expand focus beyond the organization and extend to partners

***Organizational Learning (Nichole Solomon)***

Organizational learning is otherwise referred to as promoting a culture of a ***Yearning to***

***Learn***

* Organizational learning is systematic and a part of an organizational ecosystem – that

can be evidenced in the typical organizational approach used for solving problems

* Organizational learning is capable of influencing the organization’s speed in adopting

and managing change

* Organizational learning is NOT individual learning … it is the creation, transfer and

about how an organization operates

* A culture of organizational learning is created by leaders through role modeling and

recognition

* *Leaders can ASK* themselves…. how does my organization’s culture naturally promote

creativity that drives quick adoption of best practices and innovation

***Systems Perspective (Roland Martinez)***

* Start with the assembly of objects that are united by some form of regular interaction
* Focus on managing all the components of your organization as a unified whole / “a

system”

* This requires managing your organization within the context of an interconnected

ecosystem of organizations

* Focus on 3  components --   Synthesis,  Alignment and Integration
* Seek to understand the organization as part of a larger whole -inter-relationships –

partner / supplier requirements

* Success requires a performance management system to ensure monitoring of systems

perspective health

***Core values Leadership Series – Putting it All Together- Dr. Laura McNeil – presenter and facilitator***

The following questions will be discussed during the Summary Session of the Final Roundtable Core Values Leadership Series:

* As a leader who just participated as part of this 11 Core Value Series, how do I get started?
* Once started, how do I know that I am on the right path – what signs should I look for?
* How do I know when there are course corrections or adjustments to make?
* Are there any core values that are more essential than others?
* Are there any core values that when they are over looked might create a challenge for the organization to recover from them?
* What is a true sign of a high performing/role model organization?

