



# Developing Future Leaders:

## Lessons Learned in IT Triage

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# The Paper Tower

## **Object:**

- Build the tallest freestanding tower using the two sheets of paper provided.

## **Rules:**

1. You have 2 minutes
2. No outside objects can be used
3. It must be standing when the 2 minutes is over.

## 3 Keys to Practical Leadership Development

- ✓ Make it experiential
- ✓ Influence who they are, not just what they do
- ✓ Be consistent

# The Disruptions

**Mind**

**Short Term Solutions**

**Superhero Syndrome**

# Disruption of the Mind

Hallucinated Urgency and Over-Thinking

“

*Hallucinated urgency is a chronic mirage that tricks us into thinking everything we touch is urgent.*

*-Juliet Funt*

”

## Disruption of the Mind

- ▶ Leads to inaction or the wrong action



## Disruption of the Mind

- ▶ Keep the focus on problem solving
- ▶ Schedule a time for reflection
- ▶ Urgent vs Important



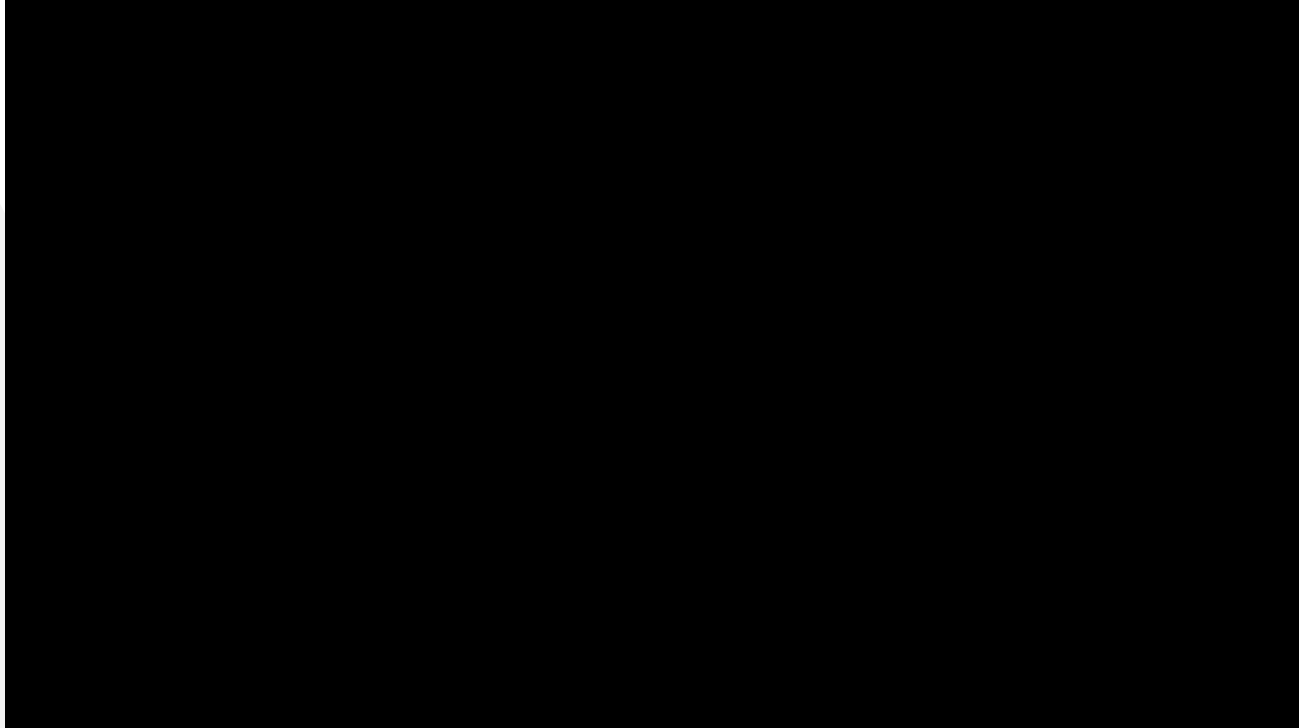
# Discussion

1. Have you experienced hallucinated urgency or have you seen someone in your organization experience it?
2. In what ways can you apply this topic to your current position?

# Disruption of Short Term Solutions

Doing It Right The First Time

# Disruption of Short Term Solutions



# Disruption of Short Term Solutions



# Disruption of Short Term Solutions

## What's the problem?

- Efficiency
- Quality of Service

## What's missing?

- Clear Expectations
- Correct tools
- Training or Knowledge

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Culture isn't someone else's job, and especially for leaders, culture building is a requirement.

*-Ginger Hardage*

*Former Southwest Senior Vice President of  
Culture and Communication – 25 years*

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# Discussion

What are some ways you can contribute to a culture of open communication?

# Disruption of the Superhero Syndrome



## Disruption of the Superhero Syndrome

The idea that you can do everything that needs to be done – and you can do it better than anyone else.

## Disruption of the Superhero Syndrome

- Inhibits workforce productivity
- Creates unnecessary dependencies between the team members
- Exhaustion and burn out

“

Great leaders don't subscribe to a “Do-It-For-You” methodology of talent management, rather they lead, mentor, coach, and develop team members by getting them to buy into a “Do-It-Yourself” work ethic.

*-Mike Myatt*

Chairman, N2Growth

”

## Disruption of the Superhero Syndrome

People power is the ability to get things done through others.

1. Build Trust

2. Give Purpose

3. Find the Fit

# Discussion

What are some ways you can build trust, give purpose, or figure out the right fit for the future leaders you are interacting with in your area or organization?

“

- ▶ The single biggest way to impact an organization is to focus on leadership development. There is almost no limit to the potential of an organization that recruits good people, raises them up as leaders and continually develops them.

**-John Maxwell**

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# THANKS!

**Any questions?**