

SHARPEN YOUR LEADERSHIP SKILLS PLAYBOOK

TOP
10

LEARN UP-TO-DATE **LEADERSHIP
TECHNIQUES** TO BETTER
MANAGE YOUR TEAM, YOUR
PEERS, AND YOUR BOSS.

PLUS

FIVE GREAT **BOOK
RESOURCES** TO HELP YOUR
LEADERSHIP TRANSITION BE
A GUARANTEED SUCCESS.

RICHGEE
HIGH-PERFORMANCE COACHING





EVERYONE THINKS THEY'RE A GREAT LEADER . . .



And you might be — but you can always get **BETTER**.

No one is a perfect leader — there are team members you click perfectly with, average team members who get the job done, and of course, those problem children who cause issues from time to time.

I've written this Playbook to help you reach all of them effectively and get their best every day.

This Playbook is FOR YOU. Enjoy! *Rich*

RICHGEE
HIGH-PERFORMANCE COACHING

TOP 10 STEPS TO SHARPEN YOUR LEADERSHIP SKILLS:

1. Set the stage every day for success.
2. Eliminate distractions - make sure you reach your team.
3. Communication is key.
4. Take time to energize each of your team members.
5. Build a growth plan for each team member.
6. How do you deal with problem children?
7. Bring positivity to the table every day.
8. Develop active listening and empathy behaviors.
9. Inspire and convey your vision daily.
10. Be creative and flexible, but be decisive.

1. SET THE STAGE EVERY DAY FOR SUCCESS.

WHY?

It's all about INTENTION. Your leadership skills will never improve if you're winging your management daily. You must set a conscious intention every day/week/month to be a better leader and ensure you appropriately grow your leadership skills. This might sound a bit outrageous - but it's critical.

TAKE ACTION:

1. **Start the week right.** When you begin your day on Monday, develop a quick-hit action plan for improving your leadership skills. One page or one post-it note with a small list of actions to improve your skills or reach out to your team to energize them.
2. **Improve yourself.** Listen to a podcast, read one of the books I've recommended, or watch a YouTube video. Just injecting a motivational voice into your life will help you think more proactively and place you in a leadership-thinking mode.
3. **Reach out to your team.** You know what energizes them — compliment them, mention something they've done over the past week, and make them feel energized. Too often, we tend to forget or put off a well-intentioned comment that will go very far in the eyes of our team. Please do it.
4. **INTENTION is key.** Starting your week and planning to grow your skillset and reach out to your team costs NOTHING. But it kicks off the week in the right mindset.

2. ELIMINATE DISTRACTIONS – REACH YOUR TEAM.

WHY?

We let a lot get in our way. We walk into the office on Monday and are hit with over 100 emails, 20 voice-mail messages, and a line of people asking for our time to make a decision. It's virtually impossible to focus on leadership.

TAKE ACTION:

1. **Set boundaries.** Communicate to everyone that you are 'untouchable' for the first 15-30 minutes of the day (unless the building is on fire). This allows you to walk in, get settled, organize your day, and focus on that quick-hit action plan we spoke about in #1.
2. **Set a time to read your emails/listen to voicemails.** But don't do it right off the bat in the morning — all of these communications will set you off in a million different directions. Plan your day, build your action plan, and check your emails/voicemails. I usually get in, spend 30 minutes planning my day, and then around 8 AM, I check my email/voicemail. Again, if there's an emergency, I encourage everyone to text me.
3. **P=P-I.** Performance equals Potential minus Interference. This is SO important — so I spent the next page explaining it in detail. Too many distractions impact our potential every day, ultimately hitting our performance.
4. **Don't let other people put monkeys on your back.** There's a very famous HBR article that covers how many distractions others place on our backs — it's one of their most read articles from 1971 — [CHECK IT OUT](#).

PERFORMANCE = POTENTIAL – INTERFERENCE.

WHAT IS IT?

Your performance is equal to what you can achieve when you remove obstacles. What obstacles are holding you back (creating interference) in life, at your job, or with your company that usurps your potential and prevents the performance you are truly capable of? Our greatness already exists inside of us. We reach our full potential by subtracting the interferences that degrade our inherent abilities.

1. **The term $P = P - I$ is from Timothy Gallwey's *The Inner Games of Tennis*.** He proposed that performance (**p**) is equal to potential (**P**) minus interference (**I**). Without interference, our performance would equal our potential — but as we all know, that's not always the case. What's stopping us could be our lack of necessary skills, drive, or motivation, confidence enough in ourselves, fear, as well as being over-confident, and not being grounded or in the present enough.
2. **We often stand in our way with self-limiting, sabotaging, and unconscious behaviors.** We need to get out of our way to be more grounded — to eliminate those 'interference patterns' that hold us back from delivering an authentic leadership experience for all our team members.
3. **The equation $P = P - I$ holds for you as well as your team.** What detractors/interferences do we need to try to eliminate in our teams? Whenever the lack of performance comes up in a conversation, I encourage people to explore if too much interference is the issue that needs to be tackled or if the focus needs to be on building up the team's potential or individual overall. That can give YOU a starting point for a $P=P-I$ intervention.

RICH RECOMMENDS

Leadership 101: What Every Leader Needs to Know

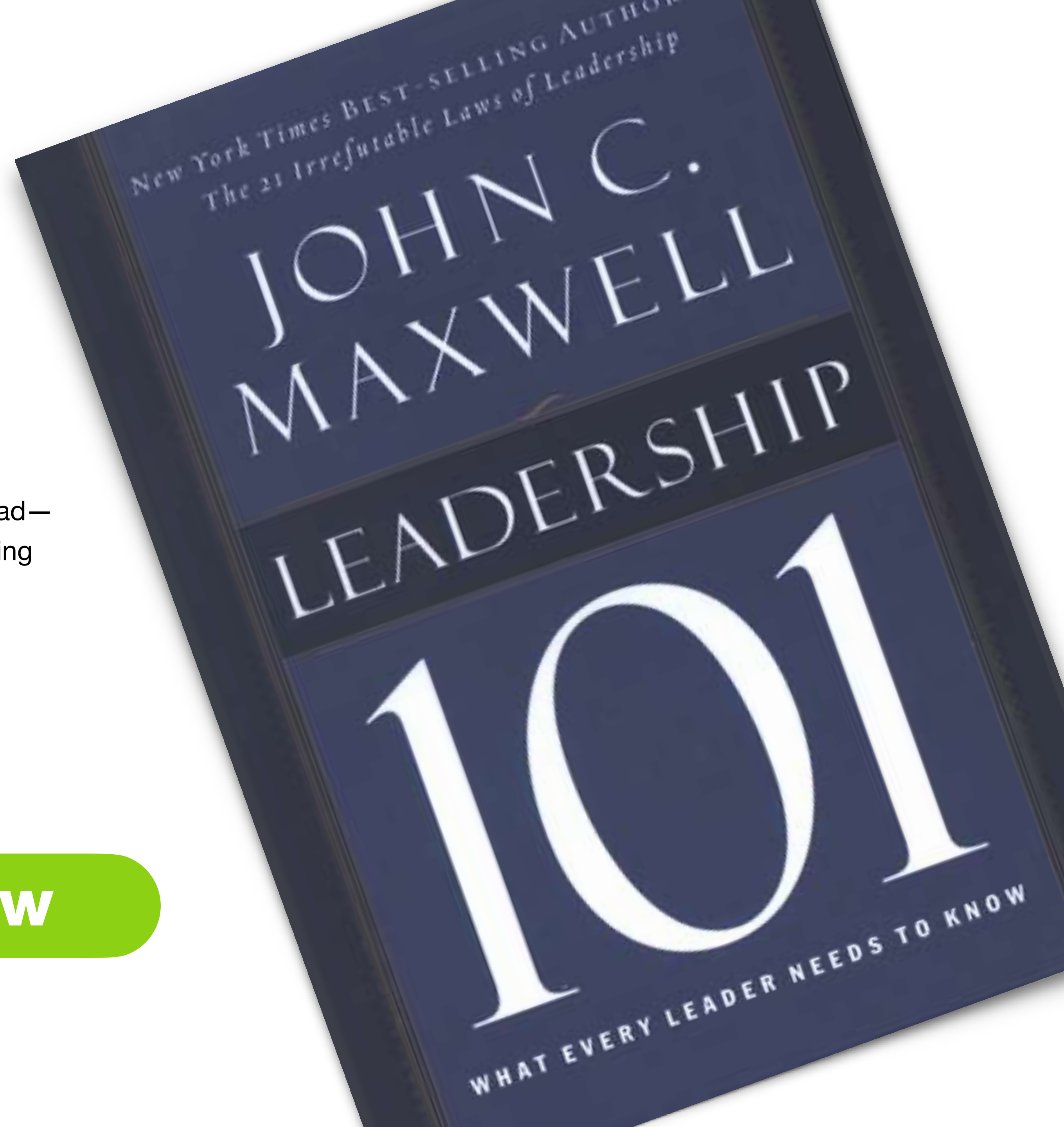
John C. Maxwell

Unleash your leadership potential — no matter who you are, you can lead—and lead well. Here the consummate leader offers a succinct and inspiring framework for enhancing the leadership abilities you already possess.

Learn how to:

- Follow your vision and bring others with you
- Produce a lasting legacy
- Grow the loyalty of your followers
- Make continual investments in the quality of your leadership
- Increase your ability to influence others
- Determine your leadership "lid"
- Empower others through mentoring
- Create a foundation of trust
- Use self-discipline to improve your character—and your results

BUY NOW



3. COMMUNICATION IS KEY.

WHY?

If you could pinpoint where all management goes bad — it's **COMMUNICATION**. If you surveyed 100 bad managers, you'd quickly find that most (if not all of them) are terrible communicators. They only focus on themselves and their situation — leaving their team alone to fend for themselves.

TAKE ACTION:

1. **Develop a rock-solid communication plan.** Regularity is the game's name here - try to have weekly (if not daily) status meetings with your team to let them tell you what's going on and to direct them to the most important actions of the day. Weekly are OK as long as everyone can speak and you have time to lead them — daily is better (10-15 minutes) to allow a quick check-in to monitor progress and correct course instantly.
2. **Make sure you stick to your plan and communicate regularly.** Don't cancel these regular meetings — they are SO important, and most bad managers will start them and then begin to supersede them with other meetings and activities. Your team will instantly be de-motivated and begin to check out.
3. **It's better if you OVER-communicate.** I'm not saying you have to hold their hand all the time — but it's better to embrace a philosophy of over-communication with your team rather than a more minimal perspective. I'd rather see you over-communicate at certain times of the year to ensure everyone is heard and everyone hears your direction.

4. TAKE TIME TO ENERGIZE EACH OF YOUR TEAM.

WHY?

They need it. Like a car, you must regularly fill up its gas tank to run efficiently and effectively. The same is true for each of your team members — they need a little focus from you to ‘fill up their tank’ so they can go off and do a lot of good things.

TAKE ACTION:

1. **Please keep a close list of your direct reports and where they fall on your management scale.** List many of their ‘energizers’ that get them focused, motivated, and easily directed. Bring up their topics infrequently during a meeting or a drive-by — a small comment or a quick compliment there will go for miles.
2. **Leverage a team collaboration tool.** Not all energy has to come from you in-person or via webcam. Use tools like [Slack](#) or [Brosix](#) to replicate the feeling of communication between parties. Team members can be a bit more informal using these tools, and you can give them a needed ‘battery jump’ if they are flagging.
3. **Have an ‘open door’ policy via ZOOM.** Many of us can’t work in the office yet — but some of our more high-need team members want that face-time with you. Mark off part of your day (say 3-4 PM) when you are on ZOOM and available for a quick drive-by with a team member. They can pop on, chat for 5-10 minutes on a problem they’re having (make them bring solutions too) and then pop out, just like an in-person stop at your office.

5. BUILD A GROWTH PLAN FOR EACH TEAM MEMBER.

WHY?

Everyone is different. Each team member usually requires a customized communication plan to energize them correctly. But it's not that hard, and it usually doesn't change.

TAKE ACTION:

1. **Single out each team member.** Please list their successes, when they grew, and when they took on increased responsibility. It might be when you complimented them during a meeting or did a quick 'drive-by' and mentioned their favorite topic (it showed you remembered). Human beings want to feel loved, respected, and acknowledged — it's your job to figure out what levers to pull to make them feel special.
2. **Put together a simple action plan.** A SIMPLE action plan — where you will regularly reach out to them and compliment their work, acknowledge their success, or say 'HI' and mention their family, kids, hobbies, etc. Plug it into your calendar — these moments take a minute or two and cost you nothing. But they mean SO MUCH to the person you're delivering them to.
3. **Ensure you execute on a regular and timely basis.** This is important — most people start with good intentions and forget when things get busy or messy. You CAN'T let that happen — you must regularly engage with your team. If you do — you'll see a remarkable change in the tenor of your team — they get things done faster, do a better job, and look forward to making you happy. It's a fantastic chance to experience.

RICH RECOMMENDS

Dare to Lead: Brave Work. Tough Conversations. Whole Hearts.

Brené Brown

Leadership is not about titles, status, and wielding power. A leader is anyone who takes responsibility for recognizing the potential in people and ideas, and has the courage to develop that potential.

When we dare to lead, we don't pretend to have the right answers; we stay curious and ask the right questions. We don't see power as finite and hoard it; we know that power becomes infinite when we share it with others. We don't avoid difficult conversations and situations; we lean into vulnerability when it's necessary to do good work.

But daring leadership in a culture defined by scarcity, fear, and uncertainty requires skill-building around traits that are deeply and uniquely human. The irony is that we're choosing not to invest in developing the hearts and minds of leaders at the exact same time as we're scrambling to figure out what we have to offer that machines and AI can't do better and faster. What can we do better? Empathy, connection, and courage, to start.

[BUY NOW](#)



6. HOW DO YOU DEAL WITH PROBLEM CHILDREN?

WHY?

There's always at least ONE on every team. That one person who doesn't listen, who goes off on their own and screws things up, or that recalcitrant team member who challenges you at every turn. They are a pain in the ass and take up TOO much of your time daily.

TAKE ACTION:

1. **Figure out who are the worst performers on your team.** It's based on your secret criteria — how they treat you or their team members, their performance, if they hit their deadlines, etc. It's really up to you, but if I asked you outright who the real problem children on your team are, you'd probably name them instantly.
2. **Develop a coordinated plan to try to fix and recalibrate them.** It might be a different project or responsibility. It might be less work (or even more work). Try to understand why they are 'misfiring' on all cylinders and delivering less-than-optimal work products.
3. **Engage with them more often** — they might feel a bit lonely, especially if you don't get along. You might have to increase your engagement to change the dynamic somehow.
4. **You might have to cut the cord** — if they don't warm up to your changes and stay the same — the rest of your team must see that you take aggressive action. Other team members might adopt the same attitudes; all downhill if you don't. If they don't change — you have to change their situation quickly.

7. BRING POSITIVITY TO THE TABLE EVERY DAY.

WHY?

You don't have to be Johnny Sunshine. But I want you to bring a powerful and positive attitude to your work and team daily. No one likes a Gloomy Gus — if you deliver a little bit of energy and positivity to the table each day, many people on your team will embrace it and share it with their team members.

TAKE ACTION:

1. **Get into the mood.** When you walk into the building in the morning, try to greet everyone you meet. Walk faster (like the [Jason Bourne walk](#)) and have a spring in your step. Focus on your body language — be open, available, and jaunty in your step. These slight modifications will deliver a positive self-image to others.
2. **Smile.** Paste a BIG smile on your face (make it sincere). When your team sees you happy, they're happy.
3. **Sing.** Sounds crazy? But it works — show your team that you're enjoying the day by adding a bit of song into it - especially during the holidays. Don't be surprised if the rest of the team joins in. It's happened to me.
4. **Bring enthusiasm and excitement to meetings.** Make it fun, mix it up add a little joie de vivre to everything you do. Make fun of yourself — bring up when someone did something silly — it's all in good fun and jest.
5. **When someone is a Gloomy Gus** — don't let them bring down the rest of the group. Try to minimize their stinky attitude and turn the tide towards fun and positivity. There's always one in the group — they will get the message quickly if you show them the right way to attack business with a positive outlook.

RICH RECOMMENDS

The Coaching Effect : What Great Leaders Do to Increase Sales, Enhance Performance, and Sustain Growth

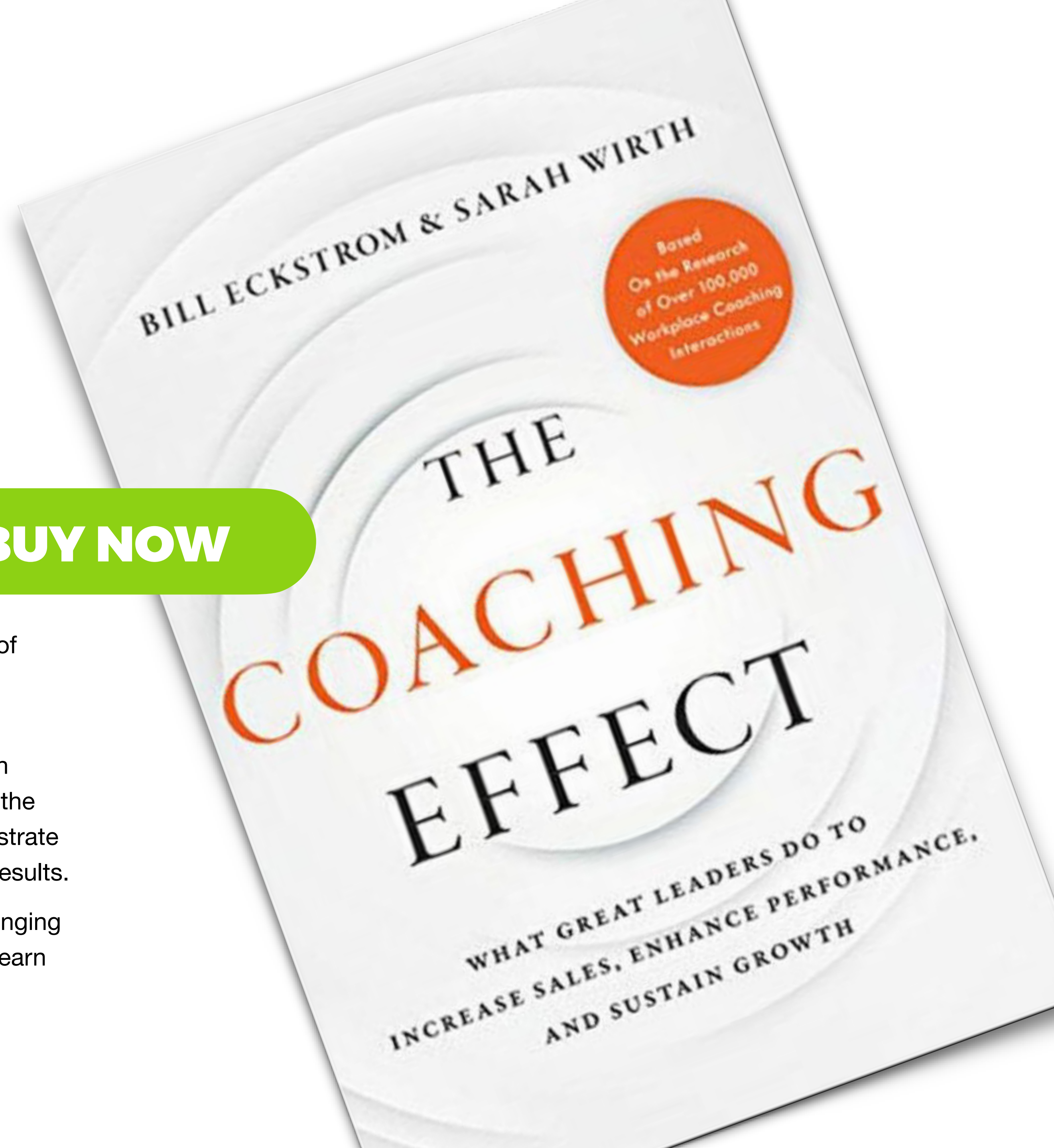
Bill Eckstrom & Sarah Wirth

[BUY NOW](#)

After studying more than 100,000 coaching interactions in the workplace, primarily of sales teams, Bill & Sarah have been able to determine how coaching affects team outcomes and growth.

The authors share three critical performance drivers, along with the four high-growth activities that coaches must execute to build a team that is motivated to achieve at the highest levels. Through both hard data and rich stories, Eckstrom and Wirth demonstrate how leaders can measure and improve their coaching to lead their teams to better results.

The Coaching Effect will help leaders at all levels understand the necessity of challenging people out of their comfort zone to create a high-growth organization. Leaders will learn how they can develop trust relationships, drive accountability and leverage growth experiences to propel their team members to the highest levels of success.



8. DEVELOP ACTIVE LISTENING & EMPATHY BEHAVIORS.

WHY?

Communication is a two-way street. Too many managers pontificate and never leverage the other (and more important part) of communication — LISTENING.

TAKE ACTION:

1. **When you want to talk - SHUT UP.** Too often, we feel that we know what's right, the score, or what needs to be said. That is the furthest thing from the truth — pearls of wisdom come from others if we just let them speak.
2. **Ask questions.** The best way to get people to pipe up is to ask them questions. Get their impression, feedback, and interpretation before you barge in with your assessment. They might surprise you.
3. **Paraphrase back what they just said.** Once you let them speak and you listen intently, summarize back what they just said so you are on the same page as them, AND show them you understand what they just said.
4. **People want to be heard and understood.** Acknowledgment is the primary force in people's work lives—it drives them to do better, accept more significant challenges, and deliver on time and under budget. If you make it your job to listen and acknowledge your team regularly, they will LOVE you and do ANYTHING for you. Trust me.

RICH RECOMMENDS

Emotional Intelligence 2.0

Travis Bradberry & Jean Graves

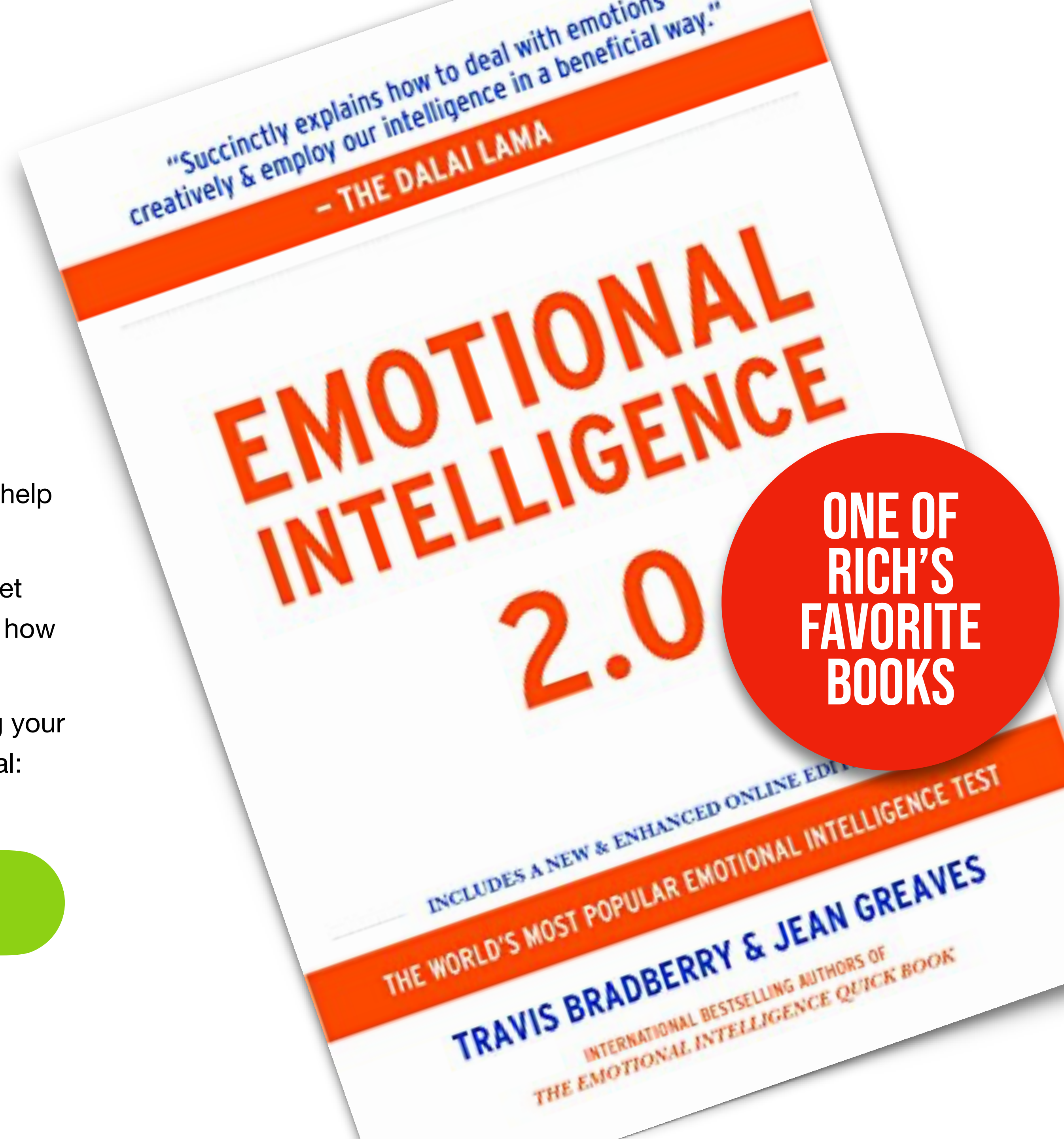
In today's fast-paced world of competitive workplaces and turbulent economic conditions, each of us is searching for effective tools that can help us to manage, adapt, and strike out ahead of the pack.

By now, emotional intelligence (EQ) needs little introduction—it's no secret that EQ is critical to your success. But knowing what EQ is and knowing how to use it to improve your life are two very different things.

Emotional Intelligence 2.0 delivers a step-by-step program for increasing your EQ via four, core EQ skills that enable you to achieve your fullest potential:

- 1) Self-Awareness
- 2) Self-Management
- 3) Social Awareness
- 4) Relationship Management

BUY NOW



9. INSPIRE AND CONVEY YOUR VISION DAILY.

WHY?

If you don't have a roadmap for your team — you will fail. Your team needs clear direction and a roadmap to travel if they succeed with your plan.

TAKE ACTION:

- 1. Most bad managers neglect to inspire and don't have a clear, articulated vision for their team.** They are reactive most of the time and focus inwards on their world and how they can impress their boss. This action leaves your team as orphans in the desert — where they have to fend for themselves. This delivers a dysfunctional situation that is usually doomed to failure.
- 2. Good leaders inspire — they're evangelists for their business 'religion'.** I'm not saying you must deliver a whole 'gospel' of directions — just a simple vision for your team to latch onto where they can be inspired daily. One of my clients made a simple concept many years ago: "Quality work, delivered on time, for a reasonable price." It drove his team for years (and they increased profits yearly based on that phrase). And their client's loved the simplicity.
- 3. Inspiration is an easy way to motivate others.** You are not ordering or cajoling them — you show them the way, and they will follow. Too many managers forget how easy it is to show people the company's desired state — and competent team members will grab onto the rope and pull for all they're worth. It's incredible to watch.

RICH RECOMMENDS

Help! I Work with People: Getting Good at Influence, Leadership, and People Skills

Chad Veach

Help! I Work with People is not a book about leadership theory, but rather a handbook on how to connect with people and influence them for good.

With his signature transparent and relatable storytelling, Chad Veach uses modern research and biblical principles to encourage you to lean into your leadership potential regardless of your level of influence or experience. In short and easily digestible chapters, he addresses the three phases of becoming a quality leader:

- Learning to lead the hardest person you will ever be in charge of--yourself
- Recognizing the power of becoming a people person
- Creating a culture and environment where the team's shared vision can grow



BUY NOW

10. BE CREATIVE AND FLEXIBLE, BUT BE DECISIVE.

WHY?

One of the most complex areas of leadership is being creative and flexible when the situation is warranted.

Conversely, you have to be decisive, too — because if your team sees too much flexibility and wavering, they will lose faith in your leadership skills.

TAKE ACTION:

- 1. Encourage creativity in your team.** Encourage it — have an open-door and open-mind policy for your team's ideas. Never attack an opinion different from yours — it might be better. Bad managers consistently attack ideas and creativity that aren't theirs — a lack of self-esteem that is shone brightly on the staff. Ask for their opinion — ask for them to build upon your ideas — ask them to be a little bit weird or crazy with their ideas.
- 2. Be flexible when needed to help build up each team member's armor.** Sometimes you need to be flexible to allow ideas to flow from other people. You're not going back on your decision, but things might change with new information or data. Hide your ego and be flexible when needed.
- 3. When you make a final decision, stick to it.** Once a decision is made, rarely reverse it. Even if it might be the wrong decision (at that time) — you can always change course. Good leadership makes a decision and sees it through to the end.

I WANT YOU TO BE A BETTER LEADER TODAY.

WHY?

If you don't start now — you never will. This will be a pretty book with a few good ideas you never took seriously. Everyone can be a better leader — grab one or two ideas from this playbook and try them.

I KNOW IT'S DIFFICULT.

You probably have a million items on your desk that are all on fire — focusing on growing your leadership skills is perhaps at the bottom of that list. What you don't realize is the immediate benefit of increasing your skills.

BUT THE PAYOFF IS UNBELIEVABLE.

Once your team is 100% behind you, you have the wind in your sails; you can travel ANYWHERE and do ANYTHING. Leadership is a weird bug — once you start improving, you immediately see the benefits in your team, your deliverables, and ultimately, in the feedback from your superiors.

TAKE A FEW MINUTES EVERY DAY TO SET THE STAGE.

And it does — I've given you 10-20 minor tweaks you can make to your current leadership acumen. Sprinkle a few more, and you can quickly see the benefits. And they only take a few minutes every day.

IT'S AMAZING TO SEE THE RESULTS.

What would you give to have a high-performing team who are all rowing in the same direction? A set of peers jealous of your team's cohesiveness and performance? A boss who complements you on the actions of your team? It's PRICELESS.



INTERESTED IN GROWING YOUR TEAM'S LEADERSHIP SKILLS?

We can deliver customized,
online workshops in:

Turning new managers into leaders.

Developing critical communication skills.

Delegation management to improve productivity
in your department.

Executive leadership skills to attack
specific gaps found in most managers.

[**LEARN MORE**](#)

WE HAVE MANY LEADERSHIP WORKSHOPS BUILT SPECIFICALLY FOR YOU:



New Managers Into Leaders

They're fresh and untested — ensure they have the tools and techniques to deliver optimum leadership for their team members.



Critical Communication

Clear communication is key for any high-functioning group — make sure your managers are walking the talk and clearly communicating to their people.



Leadership 101

Let's develop a specialized program suited specifically for your team to energize, coach and deliver breakthrough results.



Delegation Management

We all think we have to 'do it ourselves' to do it right — Rich delves into that basic fallacy and unveils the power of delegation.



Customized Workshops

You have specific gaps to fill for your team — I bring 20+ years of workshop knowledge to help you take them to the next level.

WHY OUR LEADERSHIP PROGRAMS WORK...



1

NO Cookie Cutter Programs

Unlike other antiquated factory facilitators, Rich works with YOU to develop precisely what your team needs to grow and move forward.

2

NO 8-Hour Workshops

We believe in monthly, 2-hour programs to consistently build on your team's learnings and give them time to put it into action each week.

3

One-On-One Coaching Included

In addition to the monthly workshop, each attendee receives private, one-on-one coaching to ensure they implement it.

4

Always On Communication

If all is going well — great! If we need to tweak the process or some team members check out, we can easily modify the offering.



RICHGEE
HIGH-PERFORMANCE COACHING

CLICK THE CALENDLY
LINK BELOW TO
SCHEDULE A CHAT
WITH RICH:

CHAT WITH RICH

The information in this presentation is for educational and informational purposes only. It is being provided to you as a self-help tool for your use.

It is not legal, medical, financial, or mental health care advice. This information is to be used at your own risk based on your judgment.

This guide cannot be reproduced or distributed without permission.

<https://www.richgee.com/permissions-policy>

For my full disclaimer, please visit:

<https://www.richgee.com/privacy-policy-1>

If you have any questions, reach out to our staff at:

hello@richgee.com

Be Cool. Thanks! — Rich - www.RichGee.com

SHARPEN YOUR LEADERSHIP SKILLS PLAYBOOK

TOP
10

LEARN UP-TO-DATE **LEADERSHIP
TECHNIQUES** TO BETTER
MANAGE YOUR TEAM, YOUR
PEERS, AND YOUR BOSS.

PLUS

FIVE GREAT **BOOK
RESOURCES** TO HELP YOUR
LEADERSHIP TRANSITION BE
A GUARANTEED SUCCESS.

RICHGEE
HIGH-PERFORMANCE COACHING

