

The Confident Maintenance Leader

Confidence is “a feeling of self-assurance arising from an appreciation of one’s own abilities or qualities”

“Increase a worker’s sense of **self-assurance** by **coaching** them to take responsibility and ownership for their work.”

5 Ways to do this:

1. Define
‘why’



Set a compelling sense of purpose to guide your people

2.
Grow



Agree stretch goals that show faith that people can shape their future, be proud of constantly learning and become faster, smarter, and better.

3.
Involve



Involve them in ‘how’: co-construct performance objectives with your people

4.
Ask,
don’t tell



Coaching script : some questions you could ask workers right now
 “what’s working well here?”
 “help me understand more about this situation”
 “what can we learn from this?”
 how can we improve?”
 “how does your work benefit our customers?”

5.
Build
skill:



Train yourself and your staff in coaching and effective, assertive communications.

An
engaged
workforce
has:



21% more productivity
 22% more profitability
 10% better customer service
 48% reduction in safety incidents
 41% reduction in defects
 [Gallup]

“Coming together is a beginning.
 Keeping together is progress.
 Working together is success.”

(Henry Ford, 1863-1947)

“The ability to learn faster than your competitors may be the only sustainable competitive advantage.”
 (Arie du Geus, Strategist)

Questions the senior management team need to be able to answer:

“how do we help our people become even better every day?”
 “how do we build and grow confidence and ownership?”
 “what training do we need to provide our managers at all levels?”
 “how does our (leadership) culture need to change?”

Contact Reg for coaching, training, team development, e-learning, people consultancy

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