

Speaking Topics

Coaching for Service

No matter what industry, coaching is the most cost effective way to translate learning into performance improvement.

However, coaching has a special relationship with service people: The act of coaching someone is a humble expression of service. And good service uses problem solving and facilitating skills found in coaching. Yet as popular as coaching has become as a leadership and management tool, seldom do you hear of people coaching others to improve service.

“It’s hard to give something you’ve never experienced”, believes Dean Newlund from Mission Facilitators International. “I can only give good service if I know what good service feels like. Without that experience I become a talking head without a heart. When I receive good coaching I know what good service feels like.”

By learning to effectively coach and manage customer service employees, an organization can reduce turnover, deliver better service, build a stronger customer care culture, and save money.

30 Days to Better Leadership

We all want to become better leaders, because leadership is about making a real difference in the world. We don’t want to just manage people. If a management course or a coach isn’t in the budget and your company hasn’t done 360-degree reviews in years, you still can improve.

Newlund, the president of Mission Facilitators International, works with CEOs and executives from companies such as TGen and Honeywell. But the principles of extraordinary leadership can be helpful whether you’re a senior executive or a mid-level manager.

The backbone of great leadership is to create a vision and a process to get there, he says. “We’ve got to move beyond survival even in these times,” Newlund says.

So, if becoming a leader sounds overwhelming, Newlund has broken it down into four topics, one for each week this month: leading yourself, leading another, leading a team and leading change.

Avoiding Corporate Sominex by Delivering Powerful Presentations

Participants will learn the top 10 “does and don’ts” in preparing and delivering presentations. Other topics include, how to effectively use PowerPoint, developing central themes, how to connect with the audience, the latest advances in presentation tools and how to deliver complex data to non-data people. Participants will also deliver a short presentation and receive feedback from the facilitator and their peers.

Leading Through Economic Downturns

The role of the leader changes when the economy changes. Developing a culture based on strong internal and external relationships, communication and providing direction is twice as important when the economy turns south. More important, however, is the role the leader plays in facilitating a deep exploration into the core purpose of the company. During economic downturns are times to re-create, renovate – not replicate. This presentation will provide a process for leaders to determine what to strengthen and what to re-create.

Creating a Culture of Leaders with Organizational Coaching

During this presentation participants will learn to distinguish the difference between individual and life coaching to “organizational coaching”. With 17 years experience in coaching within Fortune 500 companies, Dean Newlund will share his systems-approach in which workplace learning professionals can effectively coach individuals, team and even create an organizational coaching culture. Participants will learn how this broad approach to coaching can be results-driven, future-focused, data-driven and action-oriented.

Driving Fear out of the Workplace

Without trust, communication is flat, decisions are watered down and buy-in is cosmetic. In short, distrust and fear can zap the very soul of a company. Trust is contractual, according to Dean Newlund of Mission Facilitators International. If leaders do certain things well, others will trust them. In this presentation, Dean will outline how to:

- Assess the trust level within your team or organization
- Deploy specific steps to earn trust from team members, peers and customers
- Connect trust and a lack of fear to retention and performance

Change and performance management, teambuilding and leadership retreats cannot take hold in an environment of distrust and fear. When there is open and direct communication built on a foundation of trust, all interactions – and therefore all business functions – are much more effective and productive.

Engagement: *The New Currency in Human Performance Improvement*

When it comes to innovation, business leaders aren't necessarily looking to traditional sources, like research and development departments, to contribute big new ideas. Rather, they're counting on ideas from their employees, customers, and partners to help drive the organization forward. And engaged employees are most likely to contribute those innovations, according to a recent *Gallup Management Journal* survey of U.S. workers.

During this presentation participants will learn the five types of engaged employees, the affect engagement has on innovation, performance and retention, and the steps to take to turn a mildly engaged employee to a fully engaged employee.

Simple Steps to Developing a Compelling Mission Statement™

Teams and organizations are aligned around two basic functions: 1. Fulfill their mission and 2. Do so as productively as possible.

However, it is all too common that teams and their organizations lack the clarity and buy-in of their mission, resulting in confusion, interpersonal issues and inefficiency.

The solution is to create, what Dean Newlund, from Mission Facilitator's International, calls a Compelling Mission Statement™. His engaging process to create a Compelling Mission Statement™ is the result of extensive research and has been successfully used with many Fortune 500 companies. During this presentation, Dean will share this process and provide ways to connect goals and other measurement systems to the mission statement. Participants will also see examples of clear and hazy mission statements as well as have their own mission statement critiqued.

Addicted to Data: *How Too Much Analysis of the Past is Robbing us an Innovative Future*

Sam Walton, founder of Walmart once said: *"People behave in the areas in which they are measured."* Yet, does excessive measuring play down to our lowest assumptions about people, that, they will only do what they are told and we should listen to data not employees? Have we become so dependent on measuring data and results we've begun to silence our people and squelch great ideas or even warnings of the unimaginable? Could 911 been prevented if some in the administration listened to warnings that Al Qaeda was doing a dress rehearsal at some US airports?

During this presentation Dean Newlund from Mission Facilitators International will share what he has learned from 18 years of coaching and consulting with Fortune 500 companies. In particular, how can we allow for hunches, intuitions and concerns to enter into decision making? How can we encourage people to speak up and say the unpopular? What is the best way to bring untested, unproved ideas into strategic planning? How do we create a culture of trust where the outrageous is encouraged?