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Minds in Motion - Your Expedition to Excellence

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Leadership For Top-Line Sales

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Good Afternoon!



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**Mike Hampton, Ed.D.
CEO & President**

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Nelson & Dopson 2001 Study On Hospitality Industry “Required Skills & Knowledge” Demonstrating Leadership Abilities



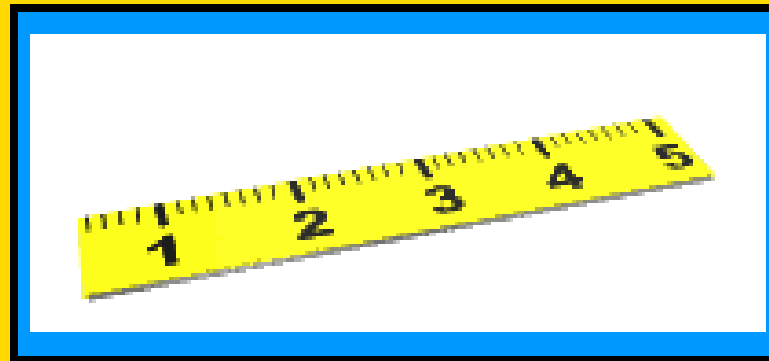
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What Is Leadership?



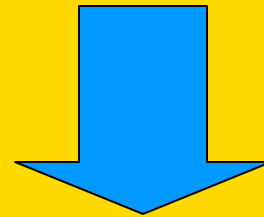
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What Is Leadership?



**Setting The Pace To Inspire
Others To Achieve Something
Greater**

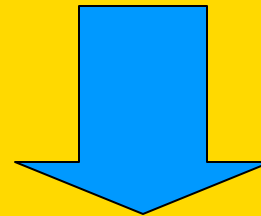
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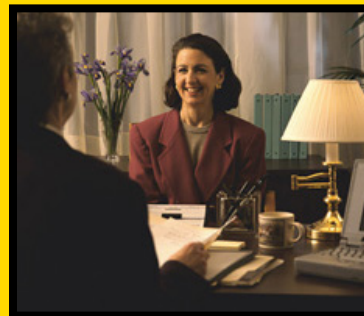
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What Is Leadership?



Do You Know Your Personality Type?



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What Is Leadership?



Identifying The GREAT Leaders

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“The Ability To Influence A Group Toward The Achievement Of Goals”

Stephen Robbins



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**“The Art Of
Getting Someone
Else To Do
Something You
Want Done,
Because He Wants
To Do It.”**

Dwight Eisenhower



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“The Ability To Transform A Vision Into Meaningful Change”

Darryl Hartley-Leonard



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What Do Effective Leaders Do?



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Make Others Feel Important

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Promote A Clear Vision

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Follows The Golden Rule

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Admits Mistakes

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Criticizes Others Only In Private

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Stays Close To The Action

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Makes A Game Of Competition

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The Difference Between A Manager And A Leader...



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Manager

Leader

**“Managers Do The Job Right, While
Leaders Do The Right Job.”**

Steve Brown – The Fortune Group – Atlanta, GA

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Characteristics Of Managers



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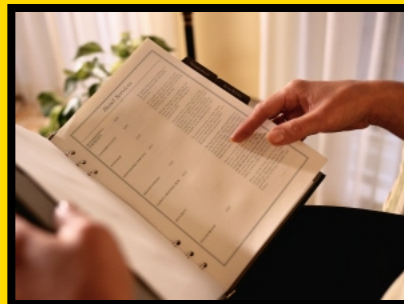
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1

Organize



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2



Assign Tasks



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3

Follow Routines



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4

Establish Policies & Procedures



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5

Deal With Problems



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Characteristics Of Leaders



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1

Have Authority Of Knowledge & Impart Wisdom



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1

**Have Authority Of Knowledge
& Impart Wisdom**

You Have To Have Been There!

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2

Have Vision & Set The Pace



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2

**Have Vision
& Set The Pace**

**You Have To Know Where
You're Going!**

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3

Produce Change By Organizing & Prioritizing



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3

**Produce Change By
Organizing & Prioritizing**

You Have To Have A Plan!

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4

Give Their All & Take Ownership



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4

**Give Their All
& Take Ownership**

You Have To Be Responsible!

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5

Are Good Listeners



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5

Are Good Listeners

You Have To Do More Than Just Hear!

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6

Are Good Communicators



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6

Are Good Communicators

You Have To Get The Message Across!

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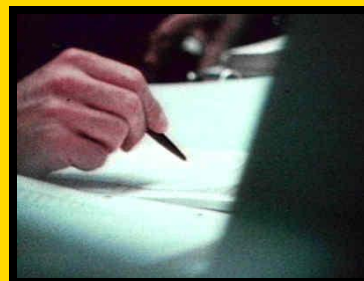
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7

Are Continuous Learners



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7

Are Continuous Learners

**You Have To Know
What's Happening Today!**

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8

Take Risks & Set The Example For Others



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8

**Take Risks
& Set The Example For Others**

You Have To Try New Things!

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9

**Have High Ethical Standards
& Are Accountable For Actions**



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9

**Have High Ethical Standards
& Are Accountable For Actions**

You Have To Be Fair & Equitable!

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10

Are Optimistic



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10

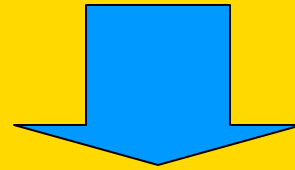
Are Optimistic

You Have To Show A Positive Attitude!

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Tom Peters

**“Management Is About Arranging
And Telling. Leadership Is About
Nurturing And Enhancing.”**

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Guests Expect More Value And Better Experiences



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Creativity



**“The Making Of The New By
Rearranging The Old In A New Way”**

Michael Vance

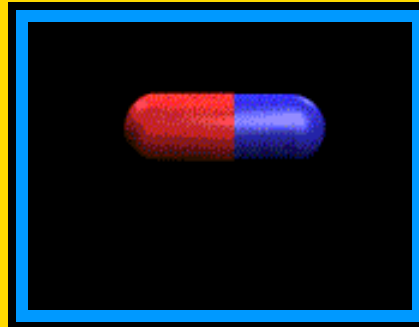
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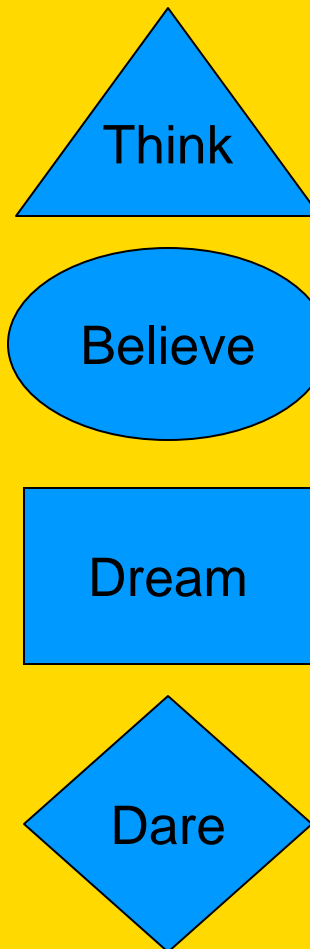
Four Steps In The Creative Thinking Process



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Think

**See Things From Another
Point Of View**

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Believe

**You Are What You
Choose To Be**

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Dream

**Visualize What You Want
To Achieve**

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Dare

**Take The Initiative To
Get Things Started**

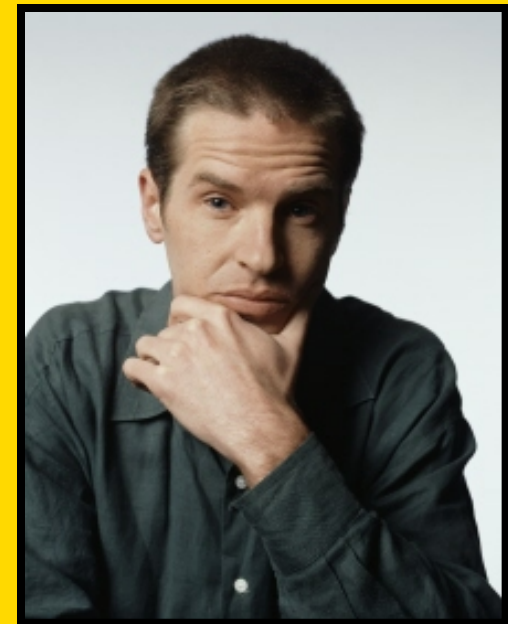
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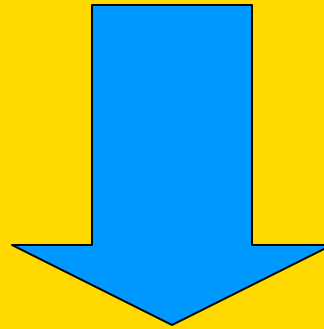
**“People Don’t
Care How Much
You Know, Until
They Know How
Much You Care”**



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A black rectangular box containing the text "Following Through" in a bold, yellow, sans-serif font. The box is decorated with several colorful firework bursts in red, orange, and yellow.

Following Through

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The Educational Partner For HSMIAI University



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Thank You!

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