Use "Inclusion Behavior" to Keep Your Best Staff

- David F. Smith, Ph.D. , Director of Research
- LMXPro.com
- A project of Oahu Adventures Foundation, Inc.
- oafound.org

Five Star Leadership®

Workshop Objectives

- Leadership is not a team sport – it is one-on-one

- Leaders can behave in ways that create good and bad relationships

- This program teaches you how to implement specific leadership behaviors to create great working relationships

- Great relationships reduce turnover in key positions

Warm up!

Partner up…

And come back with the answers to:
- What is your partner's name and organization?
- Who do they admire as a leader and why?

Inclusion Behavior to Engage Staff

Inclusion embodies the behaviors of consulting with members about important task issues and delegating decisions and effort regarding the task.

This behavior is key to the leader-member exchange relationship (LMX)

- *Let's discuss what this means in action regarding **turnover***

Partner Activity

Partner up… Each of you write down a real organizational goal you have right now…

- For the first five minutes Partner A will be the leader with their goal and Partner B will be the person the leader needs "to include" to achieve that goal. The leader and member discuss achieving that goal.

- Then take three minutes to write down together how the leader used "Inclusion Behavior" and the results of the discussion.

- Then Switch… Partner B is the leader… five minutes, three minutes.

Small Group Follow-up

- Three pairs should "group up" to discuss how each of you as leaders used Inclusion Behavior and how each of you reacted to this behavior as the team member being included…

What you are trying to discover in your group is how approaches were similar or different and how feelings were similar or different.

Workshop Discussion

- What was observed?

- How would your experience affect possible staff turnover?

- How can Inclusion be used every day?

Key Take-aways

Staff turnover is affected by leader behaviors

Inclusion Behavior is used proactively by leaders to promote honest dialogue about your team member's work

This promotes the trust needed to cure problems before they grow into large issues that lead to quitting

Wrap-up

Any questions?

- See lmxpro.com for more material on this and four other behaviors important to the Leader-member Exchange relationship

- davidsmith@oafound.org   619-876-6343

Thank You!