

Dad Can't Always Drive

Building self-driven employees



Written by **Bill Nye**

Introduction

- ❑ The team communicates its Purpose.
 - ❑ Communication includes elements of Discipline.
 - ❑ Group Responsibility is vital.
 - ❑ Poor Time Management causes you to cheat and cut corners.
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Douglass McGregor

- ❑ Theory X- assumes that you are lazy and need to be rewarded or punished.
 - ❑ Theory Y- assumes that you strive to do your best at all times.
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University of California Study

1. Communication
 2. Empowerment
 3. Flexibility
 4. Noticeable Appreciation
 5. Monetary Rewards
 6. Challenging/Meaningful Work
 7. Advancement Opportunities
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The Dangerous Beginner

Never make the mistake of confusing time in the car with experience as a driver.

1. The Dangerous Beginner has a high level of enthusiasm.
 2. The Dangerous Beginner has a low level of competence.
 3. The Dangerous Beginner doesn't fully understand the needs of the customer.
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The Dangerous Beginner

4. The leadership approach is simple: I drive while you watch.
 5. Not all Dangerous Beginners will need the same amount of instruction.
 6. During the process you make all of the decisions.
 7. No matter how much you love your customers you must eventually let the Dangerous Beginner drive.
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The Disenchanted Learner

Never make the mistake of confusing reluctance with unwillingness.

1. The Disenchanted Learner is low in enthusiasm.
 2. The Disenchanted Learner has discovered that this is work.
 3. The disenchanted learner is not fully committed to the customer.
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The Disenchanted Learner

4. The leadership approach is: you drive while I watch.
 5. Be prepared to take control of the car.
 6. Mistakes will be made. You will need to be an encourager.
 7. You will begin to share the decision making.
 8. After a mistake is made you will need to convince the Disenchanted Learner to get back behind the wheel.
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The Developing Problematic

Never make the mistake of confusing irresponsible behavior with rebellious behavior.

1. The Developing Problematic has an inconsistent attitude.
 2. The Developing Problematic doesn't want you to match effort with reward.
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The Developing Problematic

3. The Leadership approach is: you drive and I will follow up.
 4. The Developing Problematic knows exactly what the customer wants but doesn't always provide it.
 5. The Developing Problematic will ultimately dictate the relationship.
 6. Be prepared to publicly recognize positive effort.
 7. Be careful not to over-teach or under-teach the Developing Problematic.
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The Designated Driver

Never make the mistake of confusing confidence with competence.

1. The Designated Driver doesn't have a behavior problem.
 2. The Designated Driver takes on the responsibility of the team.
 3. The Designated Driver cares most about the customer.
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The Designated Driver

4. The leadership approach is: the car is all yours.
 5. Mistakes will be made, but self corrected.
 6. Reward comes from recognition by the other team members.
 7. The Designated Driver is the reason your customers do business with you.
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