

Leading the Reluctant

by

Steven Iwersen

Short Description of the Presentation:

This program is about how to effectively lead those who are, to be gentle, are a bit reluctant when it comes to doing things the way the owner or manager would like to have them done. The author of *The Porcupine Principles* will show us how to encourage people to become team players moving them towards the proper outcomes?

Three Basic Needs

- Respect
- Valued
- Control

Five Principles for Leading Reluctant People based on Porcupine Races

- Starting Line – Respect Everyone deserves to be respected (Respect everyone)
- Broom – Guidance Lack of clarity of direction
- Trash Can – Containment Thoughtful conversation can help provide preferred results
- Fence – Define Boundaries well defined lead to greater possibilities
 - ❖ Three steps for stopping gossip
- Finish Line – Shared success is better than standing all alone

PROCESS

- ❖ P – Define problem
- ❖ R – Resistance
- ❖ O – Obstacles
- ❖ C – Communication
- ❖ E – Expectations
- ❖ S – Specify action steps
- ❖ S – Solutions and resolutions