



# LANGUAGE of LEADERSHIP

**Transforming**  
**Complaints**  
**into**

**COMMITMENT**



## **Personal Mastery Programs (PMP)**

**A team of former business owners and corporate managers based in Michigan.**

**“Our mission is to transform organizations of individuals into communities of people achieving their life visions, while forwarding the purpose of the enterprise.”**

**PERSONAL MASTERY PROGRAMS**  
***TRANSFORMING ORGANIZATIONS THROUGH PERSONAL GROWTH***



## **OUTCOMES FOR TODAY'S CONFERENCE**

1. Each of you will engage in a valuable inquiry that will add clarity and power to your commitments.
  
2. Each of you will receive a concise and useful learning experience, concepts and tools that can be applied to your everyday challenges.

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**HIGH-IMPACT LEARNING**

**CONCEPT + EXPERIENCE =**

**HIGH-IMPACT  
LEARNING**

We engage clients in Workshops

Followed by months of one-on-one  
Coaching

To create breakthroughs in effectiveness  
that are sustainable.

**PERSONAL MASTERY PROGRAMS**  
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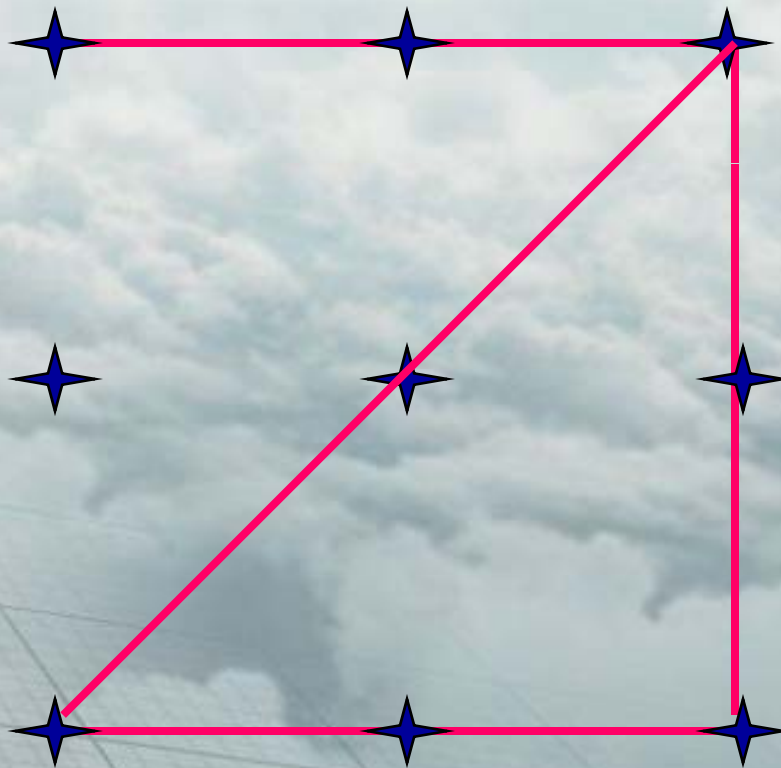
# What *is* a LEADER?

~~DO → BE~~

BE → DO

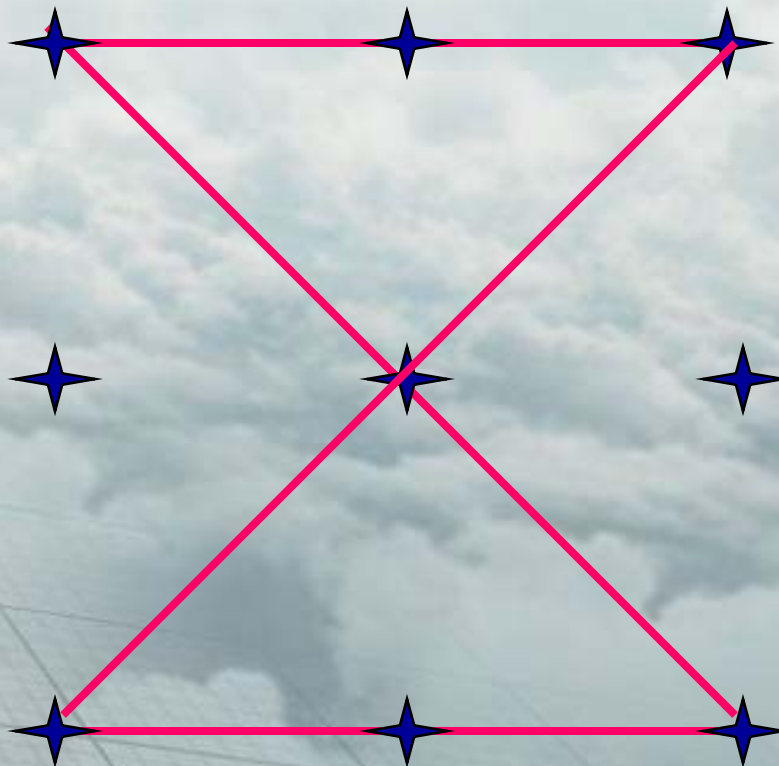
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Without lifting your pen, connect all 9 dots below with 4 pen strokes.  
(If you've seen this illustration before please don't reveal the solution.)



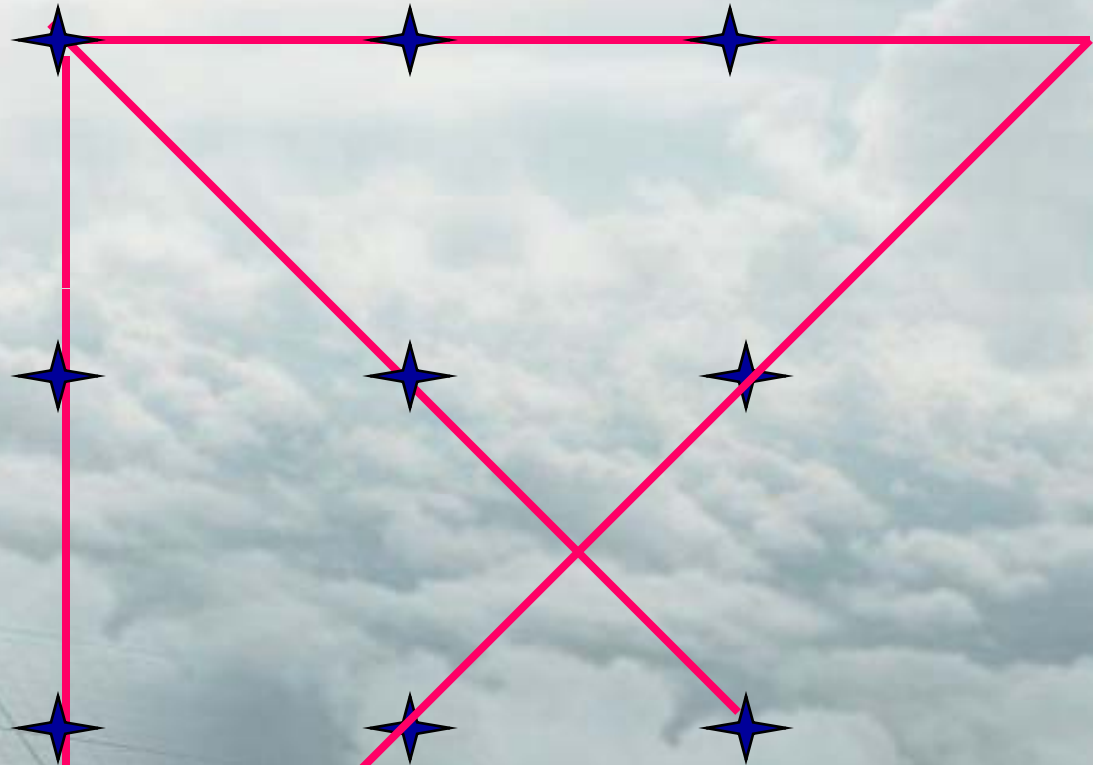
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**As a Leader:  
What are you complaining  
about?**

**Complaint:**

**Statement of disapproval  
regarding the existance of a  
situation or circumstance.**

A 3D arrow pointing upwards is positioned on the left side of the slide. The background features a grid pattern that recedes into the distance, overlaid with a layer of soft, white clouds against a light blue sky. The overall aesthetic is clean and professional, suggesting growth and upward movement.

# Complaints Reveal Commitments

**What commitments as a *leader* are implied in your complaint?**

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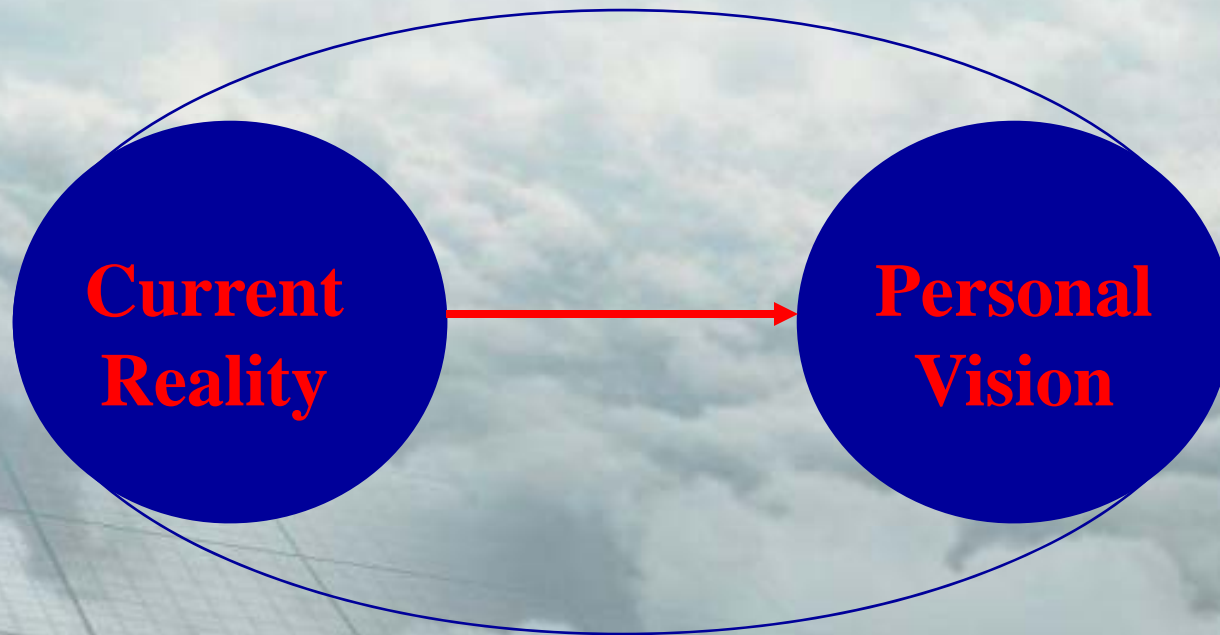
**The Language of Complaint tells us, and others, what we cannot stand.**

**The Language of Commitment tells us, and others, what we stand for.**

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## CREATIVE TENSION

- ...the ability to keep both a clear view of the *current reality* and a well-defined and articulated *personal vision* before us.



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**WHO IS RESPONSIBLE FOR YOUR DREAM  
NOT BEING MORE FULLY REALIZED?**

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# SUCCESS STRATEGY PROFILE

Please check each word or phrase that you feel is descriptive of you:

- IMPATIENT
- CONTROLLING
- AGGRESSIVE
- DEMANDING
- ARGUMENTATIVE
- STUBBORN
- IMPULSIVE
- DECISIVE
- TEMPERAMENTAL
- BOLD

8

- PRECISE
- THOROUGH
- PERFECTIONIST
- ACCURATE
- DETAILED
- STRUCTURED
- CAUTIOUS
- METICULOUS
- HATE CRITICISM
- SUSPICIOUS

4

- TALKATIVE
- EXPRESSIVE
- OUTGOING
- ENTERTAINING
- POPULAR
- SOCIABLE
- SPONTANEOUS
- GOOD MIXER
- TRUSTING
- CHARMING
- TRADITIONAL
- METHODICAL
- SLOW TO CHANGE
- AMIABLE
- WORRIER
- PATIENT
- EASY GOING
- PREDICTABLE
- DIPLOMATIC
- HOLD BACK FEELINGS

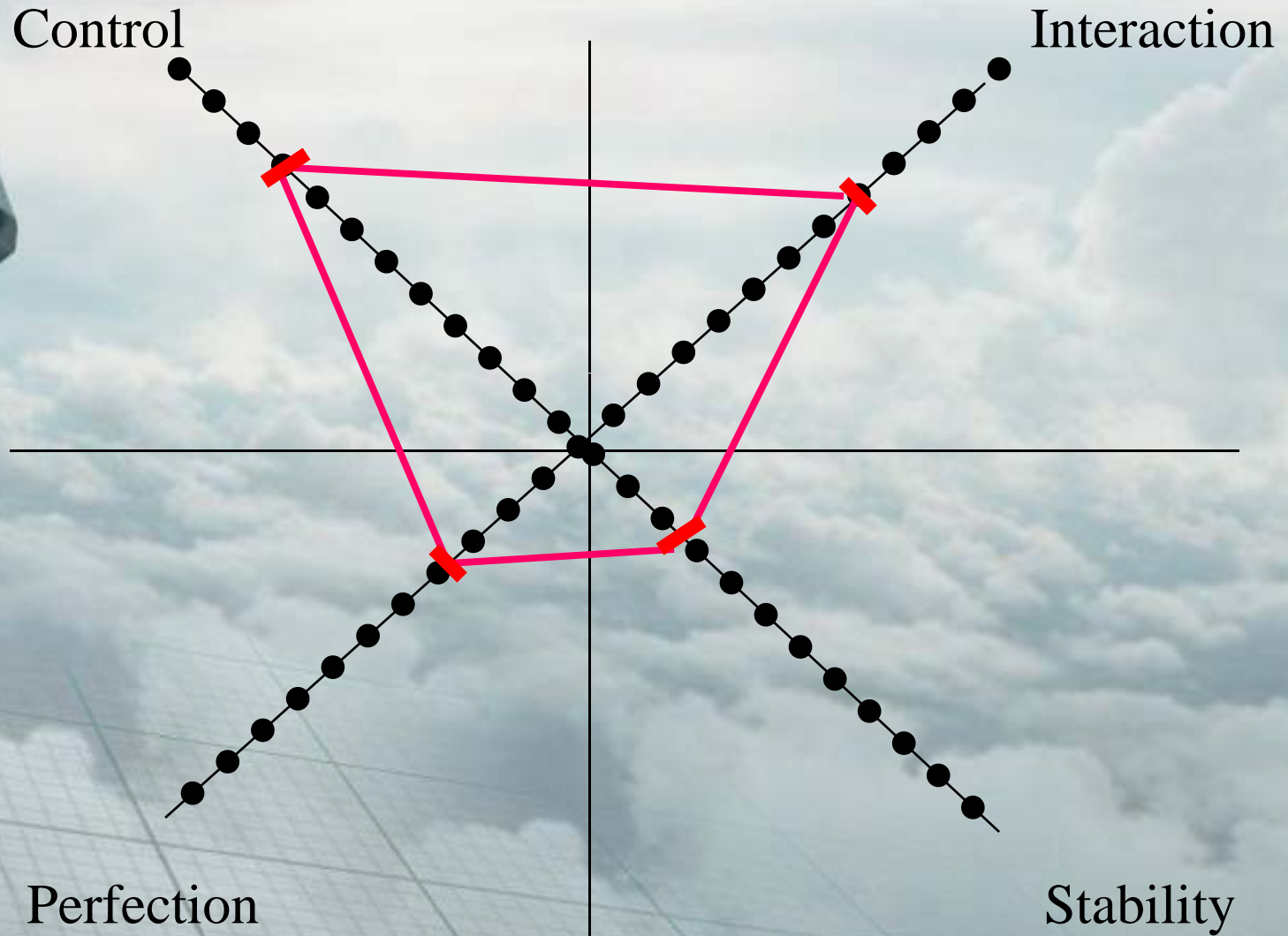
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# SUCCESS STRATEGY



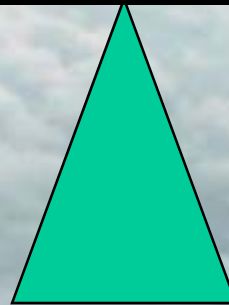
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**COUNTER COMMITMENT:**

# **Success Strategy/Comfort Zone**

**comfort**

**commitment**



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# ***ENCOURAGING PERSONAL VISION***

***Shared visions emerge from  
personal vision.***

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# PERSONAL LIFE VISION

The ultimate source of *personal power* comes from the willingness to declare and commit to a future vision for our lives...

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## ACCOMPLISHMENT STRUCTURE

- What is the primary *GOAL* in a hockey game?
- How can you tell how many goals have been scored?
- What is the purpose of scoring goals?
- What inspires a world-class athlete to work hard and sacrifice for their success since childhood?
- What unites a championship team?

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# POWER TRIANGLE

**Quantifiable  
Results  
(QR's)**

**SHARED  
VISION**

**MISSION  
(PURPOSE)**

**GOALS  
(MULTI)**

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- **What is Leadership?**

Creating a view of the future that others see as their **own**.

- **What is Management?**

Creating agreements for specific quantifiable results and applying rewards and consequences for the outcomes.

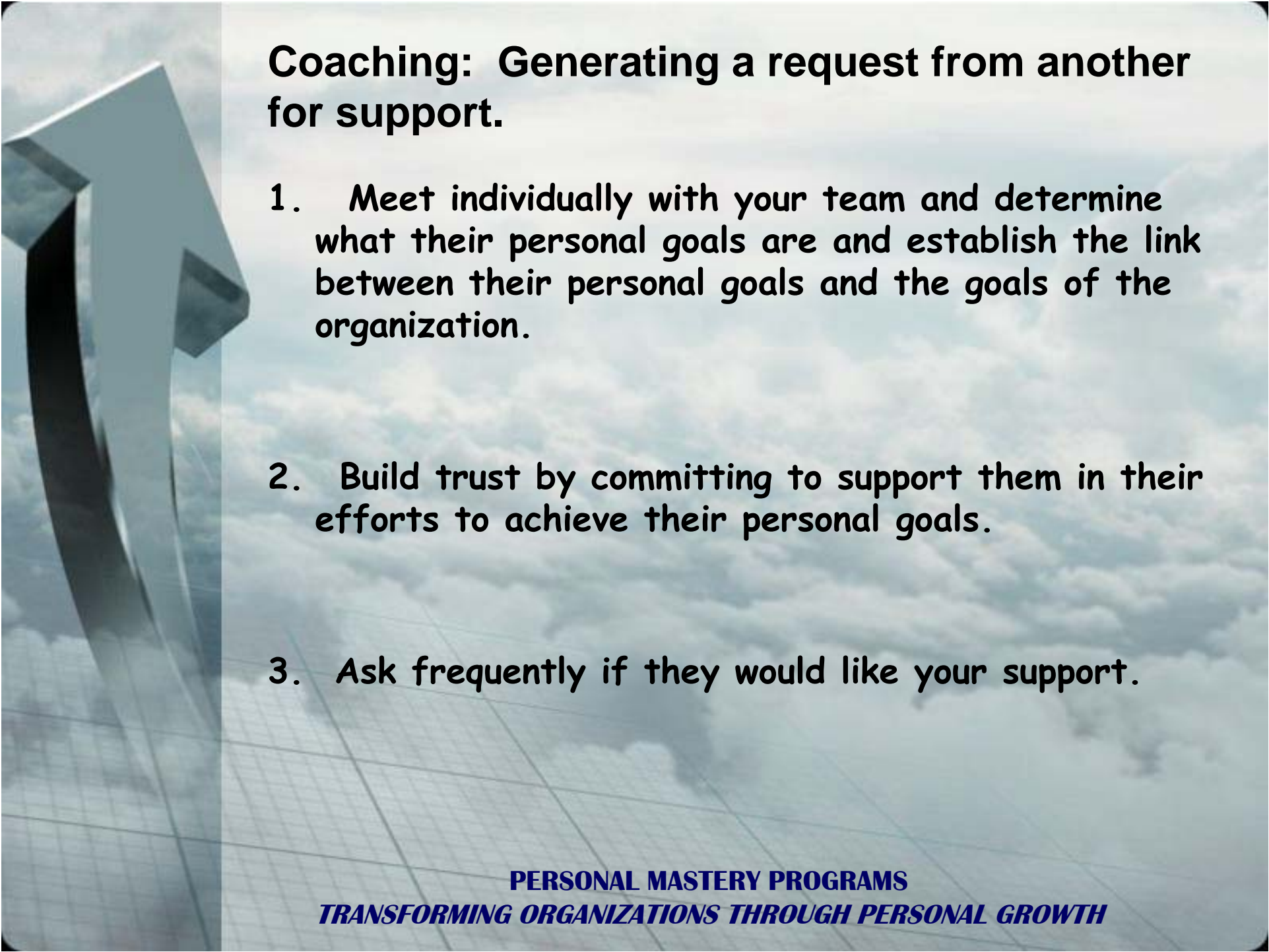
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## What is Coaching?


- A support structure for a person's commitment.
- Generating a request from another for support.

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## **Coaching: Generating a request from another for support.**

- 1. Meet individually with your team and determine what their personal goals are and establish the link between their personal goals and the goals of the organization.**
- 2. Build trust by committing to support them in their efforts to achieve their personal goals.**
- 3. Ask frequently if they would like your support.**



**What actions will you take, by when, to put what you learned today to work?**

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# EVERY GREAT PERFORMER HAS A COACH –

Your next step is to get a COACH to support, remind, help, cajole, badger, and do whatever it takes to alter your current reality and achieve your vision .

The Coach's job is to:

1. To commit themselves to you achieving your vision. To be more committed to your success than even you are.
2. To support you in converting intellectual insights into results-producing action.
3. To engage you in a collaborative dialogue that creates a more powerful perspective and produces new actions rooted in your vision rather than your success strategy.
4. To be courageous enough to be open and honest with you, even about the most sensitive of issues.
5. To hold you accountable for your promises.

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**Who will you ask to be your coach?**

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# Workshop Feedback and No-Charge Leadership Coaching

To register for your no-charge coaching session, simply fill check the space on the feedback form. We will arrange a mutually convenient time to talk.

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# ACKNOWLEDGEMENTS

## THANK YOU!

- **We gratefully acknowledge the following authors, whose work has contributed to our programs:**
- **Peter Senge, “The Fifth Discipline, The Art and Practice of the Learning Organization.” 1990, New York, Doubleday**
- **Robert Fritz, “The Path of Least Resistance.” 1989, New York, Fawcett-Columbine**

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