

# Facilitator CHIPS



## Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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### Facilitation Services Available:

- ◆ Process Improvement
- ◆ Team Building
- ◆ Change Management
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- ◆ Baldrige Quality Award Criteria for Performance Excellence
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- ◆ Problem Solving, Decision Making, and Consensus Building Tools
- ◆ 360° Feedback Instruments
- ◆ Problem Identification and Clarity
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- ◆ Integrated Organizational Renewal
- ◆ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

[Butch Brant](mailto:butch.brant@oakridge.doe.gov) (865) 576-4087  
or

[Donna Riggs](mailto:donna.riggs@oakridge.doe.gov) (865) 576-0063

Visit the [Facilitator Program Web Page](http://www.oakridge.doe.gov/fac)  
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Previous issues of CHIPS are posted on our web site and our bulletin board on the ground floor of the FOB near the cafeteria.

### The 21 Irrefutable Laws of Leadership - Part 2

John C. Maxwell is the founder of INJOY, an organization dedicated to helping people maximize their personal and leadership potential. Each year, Maxwell speaks to more than 250,000 people and influences the lives of more than one million people through seminars, books and tapes. **Below are laws 5-10 of the 21 laws cited in his book.**

#### 5. THE LAW OF E.F. HUTTON

When the real leader speaks, people listen.

The real leader holds the power, not just the position. If you see a disparity between who's leading the meeting and who's leading the people, then the person running the meeting is not the real leader. Leaders have Character, Relationships, Knowledge, Intuition, Experience, Past Success and Ability.

#### 6. THE LAW OF SOLID GROUND

Trust is the foundation of leadership.

To build trust, a leader must exemplify competence, connection, and character. Character makes trust possible. And trust makes leadership possible. Leaders earn respect by making sound decisions, admitting their mistakes, and putting what is best for their followers and the organization ahead of their personal agendas.

#### 7. THE LAW OF RESPECT

People naturally follow leaders stronger than themselves.

The more leadership ability a person has, the more quickly they recognize leadership - or the lack of leadership - in others.

#### 8. THE LAW OF INTUITION

Leaders evaluate everything with a leadership bias.

Natural ability and learned skills create an informed intuition that makes leadership issues jump out at leaders. Leaders who want to succeed maximize every asset and resource they have for the benefit of their organization.

#### 9. THE LAW OF MAGNETISM

Who you are is who you attract.

What you get is not determined by what you want, it is determined by who you are. It is possible for a leader to go out and recruit people that are different than themselves, but those are not the people that the leader would naturally attract. If you think the people you attract could be better, then it is time for you to improve yourself.

#### 10. THE LAW OF CONNECTION

Leaders touch a heart before they ask for a hand.

You cannot move people to action unless you first move them with emotion. The heart comes before the head. The stronger the relationship and connection between individuals, the more likely the follower will want to help the leader. People do not care how much you know until they know how much you care.