

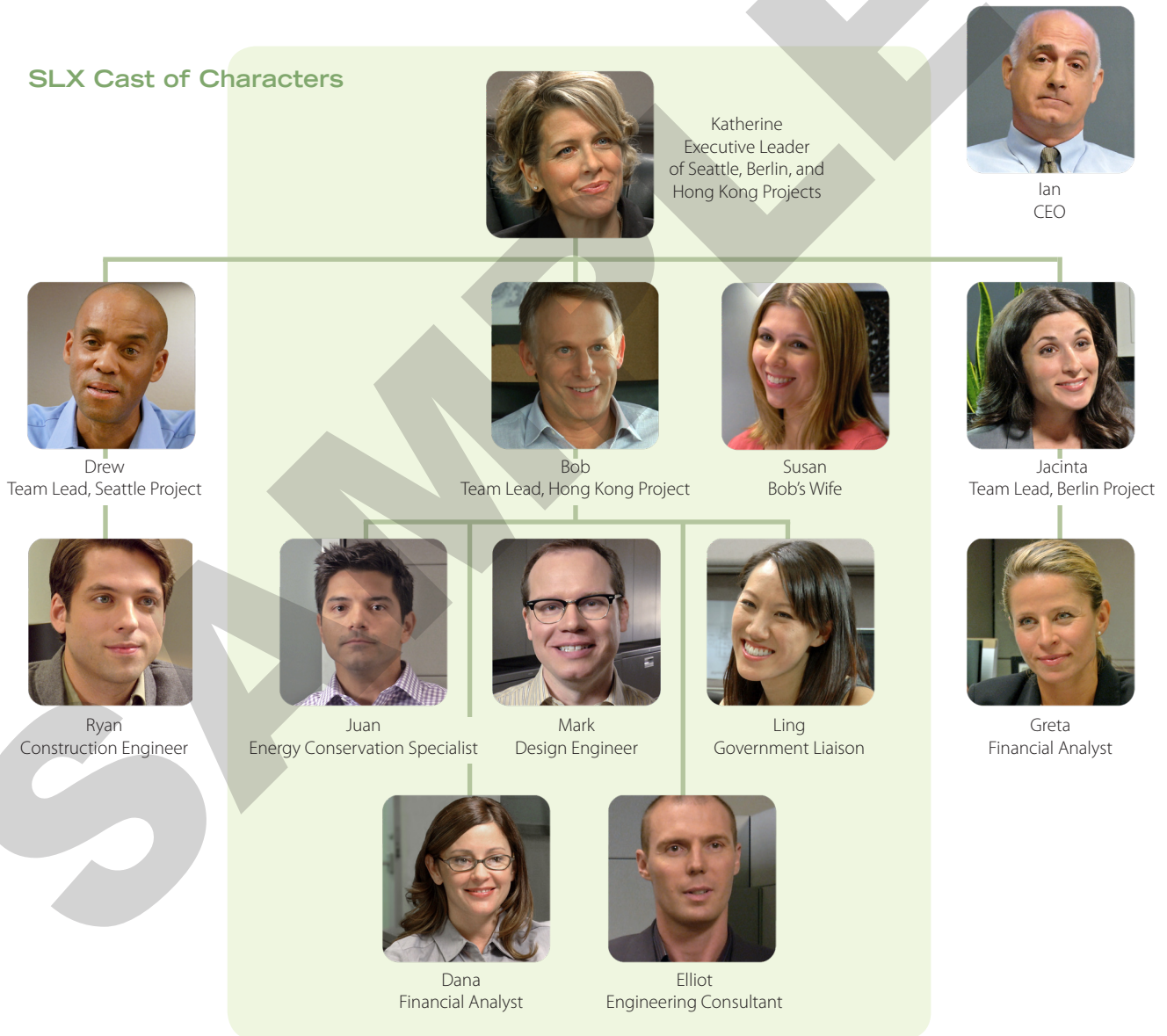
Ken Blanchard
Patricia Zigarmi
Drea Zigarmi
Victoria Halsey



The SLX Story

SLX is a global, matrixed organization that is redesigning and reconstructing its facilities to make them more environmentally friendly—or “green.” There are three projects underway—in Seattle, Berlin, and Hong Kong.

SLX Cast of Characters



The Dilemma

The Hong Kong project is behind schedule and has not been approved by the Hong Kong government for two reasons: Mark's design for the cooling system has been rejected three times; and Juan is pushing for higher environmental standards that have not been approved.

Best Leader/Worst Leader in Action



Mark

GOAL: To work with his team to solve the Hong Kong cooling system problem, so that the design can be resubmitted for approval in the next month



Clues about Competence

How competent is Mark on this goal?

Competent ----- Moderately Competent ----- Somewhat Competent ----- Not Competent

Clues about Commitment (motivation and confidence)

How committed is Mark on this goal?

Very Committed ----- Somewhat Committed ----- Not Committed

What does Mark need?

Mark is about to meet with Jacinta, who runs the Berlin project, but also leads the design engineering function.



Jacinta

Three Skills of SLII

1 Goal Setting

Aligning on what needs to be done, when

2 Diagnosing

Collaboratively assessing an individual's competence and commitment on a specific goal or task

3 Matching

Using a variety of leadership styles, comfortably, to provide individuals with what they need

Alignment

SLII® isn't something you do **to** people;
it's something you do **with** people.

Six SLII Conversations



Leader-Led **Alignment Conversations** are used to set SMART goals and tasks and to discuss the leadership style match for development level.

The four **Style Conversations** are used to develop competence and commitment.

Team Member-Led **One on One Conversations** help the leader provide team members with the leadership style response they want.

In these six conversations, situational leaders use the three skills of SLII to align on goals, development levels, and leadership styles.

The Value of a Common Language

Make Your Goals SMART Worksheet

Goal Setting

As part of your LAUNCH assignments, you

1. Thought of an individual you lead who has the potential to develop
2. Identified three goals or key tasks that you would like this person to accomplish
3. Wrote each goal or task in terms of a "what needs to be done, by when" statement

Now, rewrite each goal or task to be **Specific** and **Trackable**.

Think about how **Relevant**, **Attainable**, and **Motivating** each goal or task will be.

Goals for		
Goal or Task	Goal or Task	Goal or Task
S What is the goal or task; when is it due?	S What is the goal or task; when is it due?	S What is the goal or task; when is it due?
T How will the goal or task be measured?	T How will the goal or task be measured?	T How will the goal or task be measured?
Ask yourself: Is the goal or task ...	Ask yourself: Is the goal or task ...	Ask yourself: Is the goal or task ...
R Relevant to the organization?	R Relevant to the organization?	R Relevant to the organization?
A Attainable for the individual?	A Attainable for the individual?	A Attainable for the individual?
M Motivating to the individual?	M Motivating to the individual?	M Motivating to the individual?

Prior to finalizing the goals or tasks, be sure to have a discussion with this individual about how Relevant, Attainable, and Motivating each will be.

Development Levels



Development Level Descriptors

D4	High Competence High Commitment	D3	Moderate to High Competence Variable Commitment
Competence <ul style="list-style-type: none"> Accomplished Consistently competent Recognized by others as an expert 		Competence <ul style="list-style-type: none"> Demonstrated competence; experienced Makes productive contributions Generally skillful and adept 	
Commitment <ul style="list-style-type: none"> Self-reliant; autonomous Justifiably confident; self-assured Inspired; inspires others 		Commitment <ul style="list-style-type: none"> Sometimes hesitant, unsure, tentative Not always confident; self-critical May be bored or apathetic 	
Self-Reliant Achiever		Capable, but Cautious, Contributor	

**Is successful;
knows how**

Development level is goal or task specific!

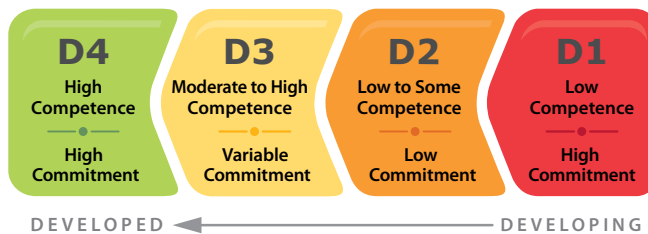
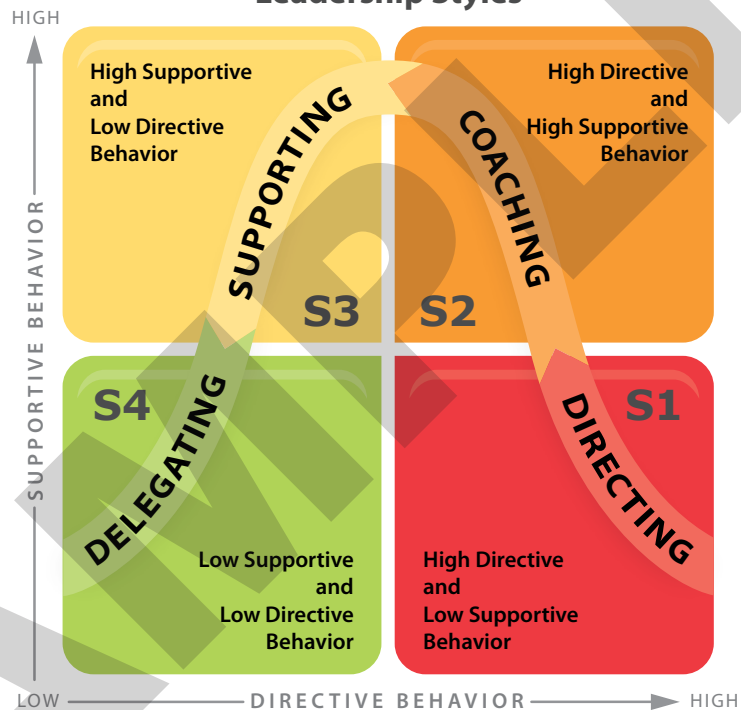
Individuals can start out at D2 if they have low competence and lack commitment.

D2 Low to Some Competence Low Commitment	D1 Low Competence High Commitment
Competence <ul style="list-style-type: none"> Has some knowledge and skills; learning; not competent yet Doesn't know how to move forward Inconsistent performance and progress Commitment <ul style="list-style-type: none"> Discouraged and frustrated; may be ready to quit Overwhelmed; demotivated Confused and concerned; afraid of making mistakes 	Competence <ul style="list-style-type: none"> New to the goal or task Inexperienced Don't know what they don't know Commitment <ul style="list-style-type: none"> Eager to learn; curious; willing to take direction Enthusiastic; excited Confident about transferable skills and confident learning won't be difficult
Disillusioned Learner	Enthusiastic Beginner

**Is learning;
doesn't know how**

SLII® Model

Leadership Styles



Development Levels

There is no best leadership style

The right style is a MATCH

Get Agreement Statements

D1

"Since you haven't done this before, would it be helpful if I provided you with some direction, resources, and information?"

S1

D2

"Since you're still learning, and may be discouraged, would it be helpful if I continue to provide you with some direction? And I'd also like to hear your ideas."

S2

D3

"Since you know how to do this, what you need me to do is listen, rather than give advice, right?"

S3

D4

"I know you're taking the lead, but I'm here, when and if you need me."

S4

Revisiting the SLII Fitness Test

1 = Almost Never less than 10% of the time	2 = Infrequently less than 25% of the time	3 = Occasionally less than 50% of the time	4 = Sometimes more than 50% of the time	5 = Almost Always more than 75% of the time	6 = Always more than 90% of the time
---	---	---	--	--	---

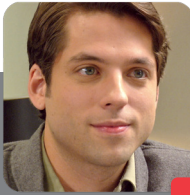
Rate yourself on Matching.

	1	2	3	4	5	6
<i>My team members would say that ...</i>						
14. At times, I don't provide enough support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I meet regularly with them so that they can ask for the direction and support they need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I consistently have high-quality conversations with them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. They trust me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. I invite feedback about how I could be more effective as a leader.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which competencies will I focus on?

<input type="checkbox"/> 7	<input type="checkbox"/> 11	<input type="checkbox"/> 15
<input type="checkbox"/> 8	<input type="checkbox"/> 12	<input type="checkbox"/> 16
<input type="checkbox"/> 9	<input type="checkbox"/> 13	<input type="checkbox"/> 17
<input type="checkbox"/> 10	<input type="checkbox"/> 14	<input type="checkbox"/> 18

Leadership Style 1 Demonstration



Ryan

D1

Ryan's Goal: To design a cooling system for the Seattle project by May that will achieve 80% water reclamation



Drew

S1

Directive Behaviors

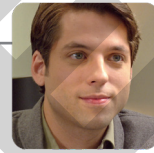
- Setting SMART goals
- Showing and telling how
- Establishing timelines
- Identifying priorities
- Clarifying roles
- Developing action plans
- Monitoring performance

Supportive Behaviors

- Listening
- Facilitating self-reliant problem solving
- Asking for input
- Providing rationale; explaining why
- Acknowledging and encouraging
- Sharing information about the organization
- Sharing information about self

Leadership Style 1 Checklist

Check
if Done



- ☐ Meeting purpose clarified?
- ☐ Transferable skills and enthusiasm acknowledged?
- ☐ Goal set by the leader?
- ☐ Agreement to provide direction (Style 1) reached?
- ☐ Timeline and checkpoints set?
- ☐ Priorities clarified?
- ☐ Roles defined?
- ☐ Boundaries defined?
- ☐ Action/learning plan defined? By whom? _____
- ☐ Direction given?
- ☐ Resources and information provided?
- ☐ Feedback (on how) provided?
- ☐ Leader checked for understanding and alignment?
- ☐ Follow-up meetings set up?

Who made most of the decisions and did most of the talking? _____

How could the leader improve his use of Style 1?

S1 SLII Conversation Starters

	Leadership Behaviors	What to Say
CONNECT	Clarify purpose of meeting	What I'd like to talk to you about is
	Acknowledge transferable skills	Your skills of ... will be really helpful.
	Acknowledge enthusiasm and initiative	I appreciate your (share what is appreciated, e.g., enthusiasm, initiative, willingness to ...).
ALIGN	Define SMART goals	What I'd like you to do is (list outcomes) ... by (add date). What a good job looks like is
	Get Style 1 agreement (development level and leadership style)	Since you haven't done this before, would it be helpful if I provided you with some direction, resources, information ...?
	Clarify performance tracking	We'll track your progress by
	Set priorities	The priority of this goal/task/project is
	Clarify roles	What you need to do is And here's what I'll do to help you
	Define boundaries	You can go this far, but then you'll need to check in with me
	Develop a plan to learn	To learn how to do this, first you need to Then, you should (specify next steps) Together, we should (clarify mutual actions)
TEACH	Teach/show; provide direction and examples	Let me show you how to do this. Here's an example Be careful not to (share tips, cautions).
	Provide information/resources/solutions	Here's some information that will be helpful If you need help, you can contact (share name) Here's how I'd solve that (share advice).
	Direct problem solving	Here's what I'd like you to do to solve this problem (name problem and give direction).
	Provide opportunities to practice new skills	Try this a few times before we get together (set up practice).
	Provide feedback on how	Here's what I've observed Here's what I've heard
	Check for understanding and alignment	So, why don't you recap/tell me what you've heard so I can make sure I've given you the direction you need to be successful.
RECONNECT	Follow through	Let's set up our next meeting (set meeting date and time).

One on One Worksheet

Name _____ Meeting With _____ Meeting Date _____

Directions

1. Make a list of topics you need to discuss.
You can talk about whatever is on your mind.
2. Diagnose your development level for topics that are goals or tasks.
3. Decide which response you need from your leader or colleague—S1, S2, S3, or S4—for each topic.
4. Email this completed worksheet to your leader or colleague 24 hours before the meeting.

Topics	Development Level (if relevant)	Leadership Style Response You Need	Next Steps
1 <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	D _____	<input type="checkbox"/> S1 Direction • Solutions • Information <input type="checkbox"/> S2 Coaching • Advice • Feedback <input type="checkbox"/> S3 Good Questions • Listening • Encouragement <input type="checkbox"/> S4 Acknowledgment • Autonomy • Influence	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
2 <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	D _____	<input type="checkbox"/> S1 Direction • Solutions • Information <input type="checkbox"/> S2 Coaching • Advice • Feedback <input type="checkbox"/> S3 Good Questions • Listening • Encouragement <input type="checkbox"/> S4 Acknowledgment • Autonomy • Influence	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
3 <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	D _____	<input type="checkbox"/> S1 Direction • Solutions • Information <input type="checkbox"/> S2 Coaching • Advice • Feedback <input type="checkbox"/> S3 Good Questions • Listening • Encouragement <input type="checkbox"/> S4 Acknowledgment • Autonomy • Influence	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Next Meeting Date			

D1 One on One Conversation Starters

Match Me with

S1

	D1 Needs	What to Say to Get an S1 Match
CONNECT	Purpose of the meeting clarified	What I'd like to talk to you about is (add topics).
	Transferable skills acknowledged	I'll be able to use my skills of ... (list skills) to accomplish this goal
	Enthusiasm and initiative acknowledged	I'm really excited to get started on
ALIGN	SMART goals	I would benefit from knowing exactly what my goal is. What does a good job look like? What is a reasonable time frame for completing this goal?
	Style 1 agreement (development level and leadership style)	I want to remind you that I have never done this exact goal before and will need direction in order to be successful. Do you agree?
	Knowledge of how performance will be tracked	How will we stay in touch on this goal or task? Will you or will someone else review my performance? When would you like an update?
	Priorities	What is the priority of this goal or task?
	Role clarity	Can we take a minute to get really clear on each of our roles? What am I specifically responsible for?
	Boundaries	Which decisions can I make on my own? When should I check in with you?
	Learning plan	Who can teach me how to do this? What should I study, read, or review? Can you tell me what you think I should do first, and then what the next steps are? What should I have done, when?
	Direction on how; examples	What direction or advice do you have for me? Do you have examples? What should I be careful of?
LEARN	Access to information/resources	What information do you have that will be helpful to me? Who might be a good role model, mentor, or teacher?
	Solutions to problems	What are my next steps?
	Opportunities to practice	What should I work on now? What should I try to do before we get together again?
	Feedback	How am I doing? What should I be doing differently?
RECONNECT	Check for understanding and alignment	Let me recap the direction you've given me so I know we're aligned
	Follow through	When will we meet again?