

P/ACT Team Leader Top Ten

1. DO THE RIGHT THING ALL THE TIME

You set the example for the team-they will do what you do.

2. WORK TO ERASE YOUR WEAKNESSES

Your team becomes a reflection of your strengths and weaknesses

3. SHARE INFORMATION WITH YOUR TEAM/TELL YOUR TEAM THE TRUTH

Information is power, so share it with your team so informed decisions can be made. If you make a mistake tell the team, no ones perfect all the time

4. HIRE THE RIGHT PEOPLE THEN DELEGATE, FOLLOW-UP AND DELEGATE SOME MORE

Hire staff who believes in recovery and who wants to do this work from the heart not the wallet. Delegate and follow-up to ensure staff are learning and have not only responsibility but authority too.

5. BE A “SPIN DOCTOR”

When team members bring situations to you for (you to handle) turn it around by helping them to problem solve and to resolve the situation without your doing it. Don't let your team put you in the field all the time.

6. HIGH ENERGY AND OPTIMISM /CREATIVITY AND FUN ARE ESSENTIAL

This work is hard and having an optimistic view is contagious. ACT invites creative interventions-support this. All creative ideas are welcome anytime

7. USE AFFIRMATIONS OFTEN WITH YOUR TEAM

What is practiced within the team is what is taken to the streets. Who else sees the work and notices?

8. SYNERGIZE

The team becomes exponentially more productive and satisfied when synergy occurs.

9. GET ORGANIZED:

ACT invites creative interventions-support this. All creative ideas are welcome anytime.

10. TAKE YOUR TEAM FISHING EVERY DAY

- ✓ **Be There-** is being emotionally present for your team. It's a powerful message of respect that improves communication and strengthens relationships and the team as a whole.
- ✓ **Play-**Taps into your natural way of being creative enthusiastic and having fun. Play is the spirit that drives the curious mind, as in “Let's play with that idea!” It's a mindset you can bring to everything you do.
- ✓ **Make Their Day-**is finding simple ways to serve or delight people in a meaningful, memorable way. It's about contributing to someone else's life, not because you want something out of it, but because that's the person you want to know is important to you and matters.
- ✓ **Choose Your Attitude-** means taking responsibility for what attitude you bring to work and how you respond to what life throws at you. Once you are aware that your choice impacts everyone around you, you can ask yourself, “is my attitude helping my team or my customers? Is it helping me to be the person I want to be?”