



Leadership Matters

It's About the Passion

It is at this time of the year that organisations look to reward members of their team for their performances and achievements over the last year and hopefully inspire them towards achieving great results in the upcoming year. One of the things I am aware of, is that often the reward or incentive which started out as a REAL bonus becomes a standard - something that those receiving it have come to expect. Once that occurs the very purpose of the reward or incentive becomes lost on those to whom the reward is given.

There are a couple of questions that need to be asked by those giving the reward or the incentive:

1. When I first gave the reward what was the purpose?
2. Has the purpose or need remained constant since first giving the reward?
3. Does giving the reward still have the same effect as it did the first time it was received?
4. Can I measure the change in output as a direct result of the reward offered?
5. Has giving the reward or incentive changed the life to those it was given?

Right now I am on a fairly unique journey. Part of the time I live and work within an incredibly large government bureaucracy whilst the remainder of my time is now spent in the corporate world. The means available to both to inspire and reward the staff of the different organisations within those two worlds is incredibly different. But the ultimate aim is the same, just as the key ingredient to pull it off successfully remains the same.

It's About the Passion



When working in times of intense crisis, resources are often limited and we are forced to come up with unique solutions to meet the unique challenges that we face. During my third rotation into Thailand in 2005, I worked as the International Site Commander and was responsible for managing the energy of an international team. This included a team of Thai soldiers who had well and truly lost their inspiration for the job at hand. To inspire this team to continue to perform under what can be described as physically and mentally difficult circumstances, it was necessary to find out and then tap into, what really motivated this group of soldiers. It was about doing this with integrity and honesty. It was about finding out what REALLY turned them on.

On this occasion, in order to motivate the Thai team, the Australian team learned to sing the Thai National Anthem in Thai. Why? Because the Thai soldiers we relied on to support us with our daily workload were well into the working stage of the victim identification process and their enthusiasm for their work was flagging BIG TIME. As team leader, I had to find a way to reinvigorate these guys.

What I observed was that singing the National Anthem each morning was one thing that was very important to the soldiers and each morning as they sang that song before beginning work, they would hold their heads high and were full of passion and energy. So, with honesty and integrity, our Australian team began to understand what mattered most to the Thai soldiers and we learned to sing that song. We sang with them, for them and it had the desired effect. They felt appreciated and that was enough to re-energise them!

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Leave a Mark on Their Soul

So my question to those who are about to reward their team members with a bonus, and to those who will receive a reward for past performance or an incentive for future effort, is will it achieve the purpose for which it is given?

What if you could give your top performers a reward which changed their lives? What kind of inspirational effect would this have on those who didn't receive the same reward?

What I am really excited about this month is my Executive Incentive Reward Program. This is where I lead a very small select group into Thailand and we visit places that will change the lives, without question, of those who visit these places.

Imagine visiting a village that was totally rebuilt within six months of total destruction, and seeing a community that absolutely epitomises triumph over adversity. Get a real dose of perspective on life by visiting the orphanage that we built for kids who lost up to 21 members of their family, and who now laugh and smile again. Then, sail through some of the most beau-

tiful waterways in the world on a 110 foot motor cruiser which has more crew than passengers!!

This tour leaves an indelible impression on people, it leaves a mark on your soul and you will be eternally grateful for the experience.

If you feel your team is worth such an experience and you would like the opportunity of really changing the way people view life, follow the link to my website provides further details or give me call to discuss further on 0438 145 219.

Change in Direction - Albeit Temporary

The last couple of weeks has seen a change to the way I do my 'other' job now. At the end of November I commenced a 12 month secondment with the National Institute of Forensic Science.

This opportunity allows me to lead a project in the Counter Terrorism area looking at the threats, trends and opportunities for those of us in the area of Forensic Science. The 12 months culminates in the presentation of the findings to the International community in

Lyon in France in October of 2007.

I was also very humbled recently to receive the Humanitarian Overseas Service Medal for my work in Thailand. The reward is part of the Australian Honours system and it was awarded for the work in Thailand. This was the first occasion that the award had been presented to any member of the NSW Police.

Without doubt, a Leader is responsible for managing the performance and energy of their team. To really inspire our team we need to do that with honesty, integrity and buy into what our team are passionate about. To achieve point 5 which is listed above is an amazing thing. To do that, we need to appreciate that Leadership Matters.

My best wishes to all for Christmas and the New Year. If on Boxing Day you have the chance to spare a moment to consider the events of 2004 and the people it affected, in particular the kids of our orphanage, that would be really nice.