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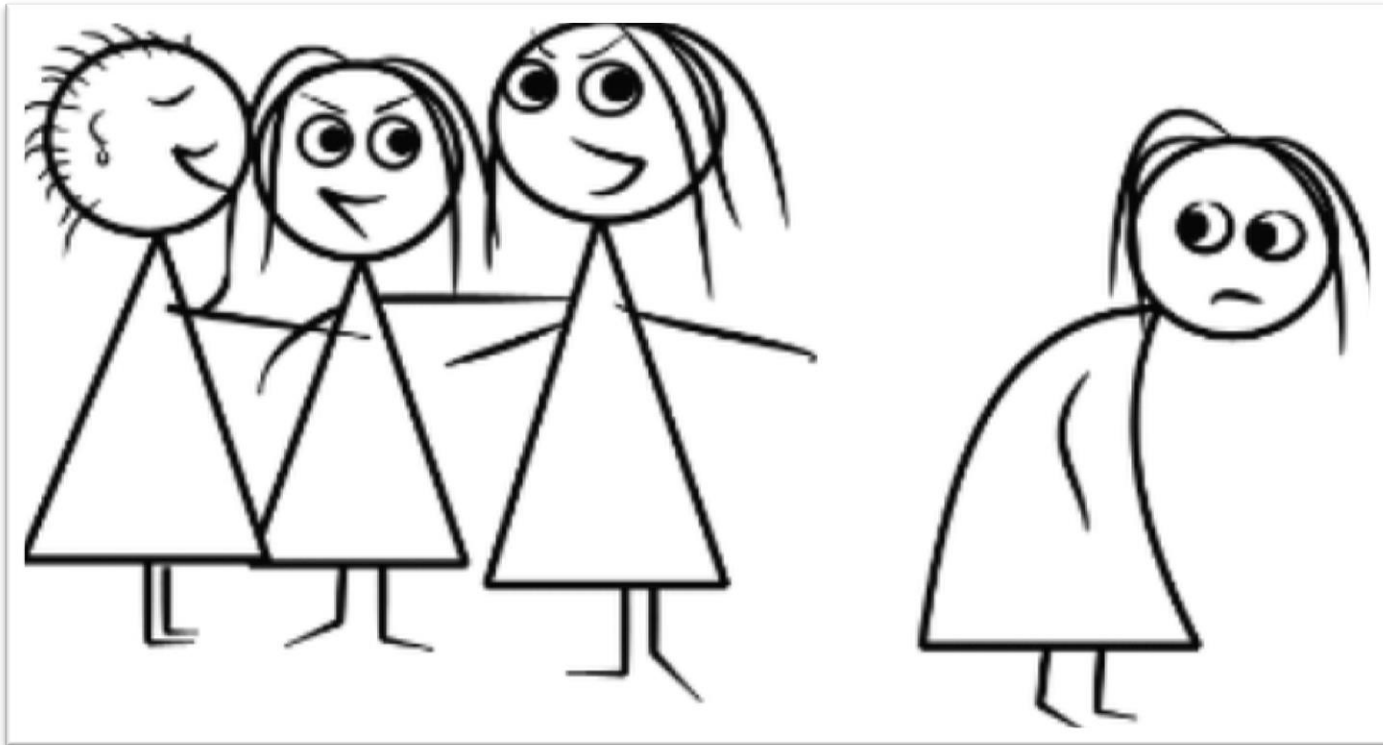
Getting into the Mindset of Leadership:

Understanding Internal Customer Requirements

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What are the “*negative stereotypes*” other departments have of you and your department?



How do we change this?

- Is it worth it?



Walang tiyaga, walang nilaga
(no effort, no reward) - Filipino Proverb

How do we change this?

- Am I willing to go first?



I cannot demand integrity from others if I first do not demand it from myself

- Tony Meloto (Founder of Gawad Kalinga)

1. ASK FOR FEEDBACK

- Out of 10, how would you rate my department's support for your department?
- What do we need to do to make it a 10?

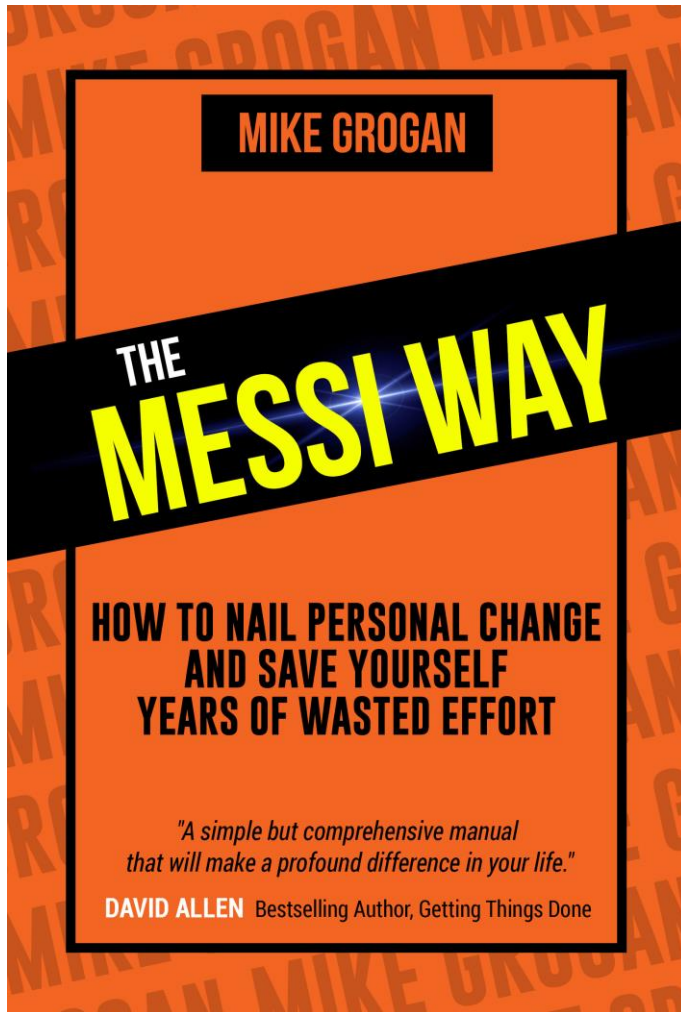
1. ASK FOR FEEDBACK

- If you were me what would you do differently?
- By X date, I want to achieve Y, what do you think I need to do differently to get there?
- I know I am not good at Z, what do you think I need to do differently to get better?

2. BECOME A “THINKING PARTNER”

- What do you think you should do?
- Knowing what you know now, what would you have done differently?
- What’s the one thing I can do to help you right now?

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