

Making a Mark That's Hard to Erase

**Unlocking Passion, Purpose and Impact in Your Role
as a Community Leader**



Karl Mülle, M.A.

*A person who made a mark on my life that
is hard to erase...*

Four Things that Leaders Do Really Well

- **Master Their Mood** - Leaders are *Moodivational*
- **Map Their Moves** - Leaders are Visionary
- **Massage Their Message** - Leaders are Great Communicators
- **Multiply Their Mark** – Leaders Leave a Legacy

Leaders Master Their Mood



The brain is an open loop.

Emotional Intelligence and Leadership

Emotional Contagion

The emotions you project will often get reflected back to you in the emotions of others. “Smile and the world smiles with you,” as the song goes, but frown and the world frowns with you as well.

Resonant Leadership

The best leaders are “moodivational.”

The primary task of all effective leadership in organizations is to figure out ways to drive other people's emotions in a positive direction.

—Jeff Feldman and Karl Mulle

Put Emotional Intelligence to Work

Resonant Leadership

Resonance is a reservoir of positivity that frees the best in people.

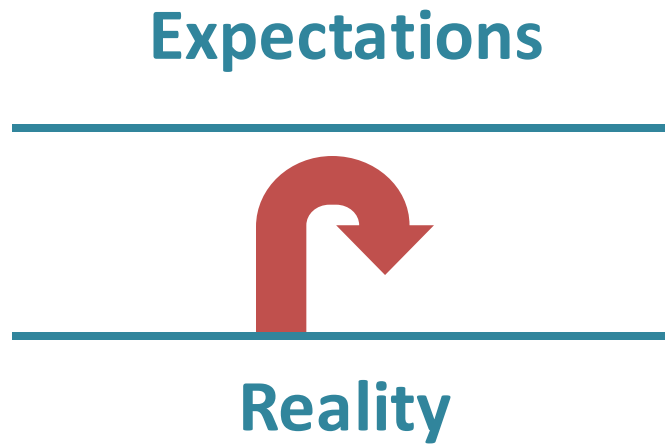
—Daniel Goleman

Dissonant Leadership



The open loop system can also create dissonance.

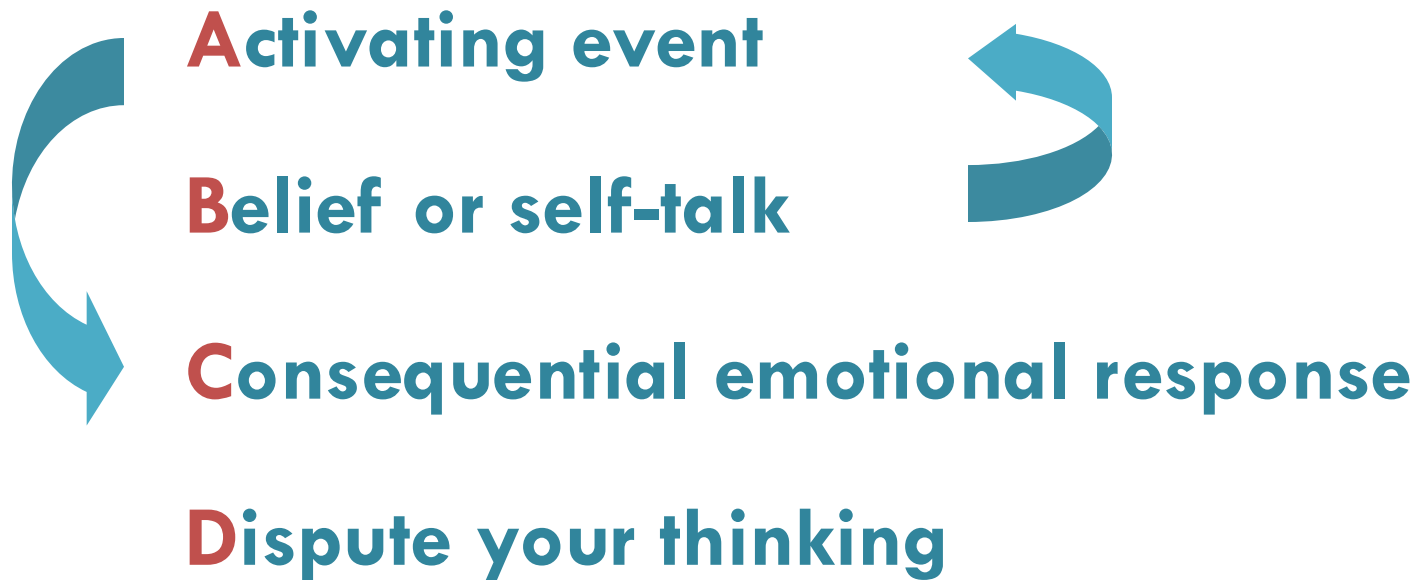
The Mismatch Effect



So How do We Master Our Mood?

- **ABC's of Life**
- **Lead Others With Empathy**

The ABCs of Life



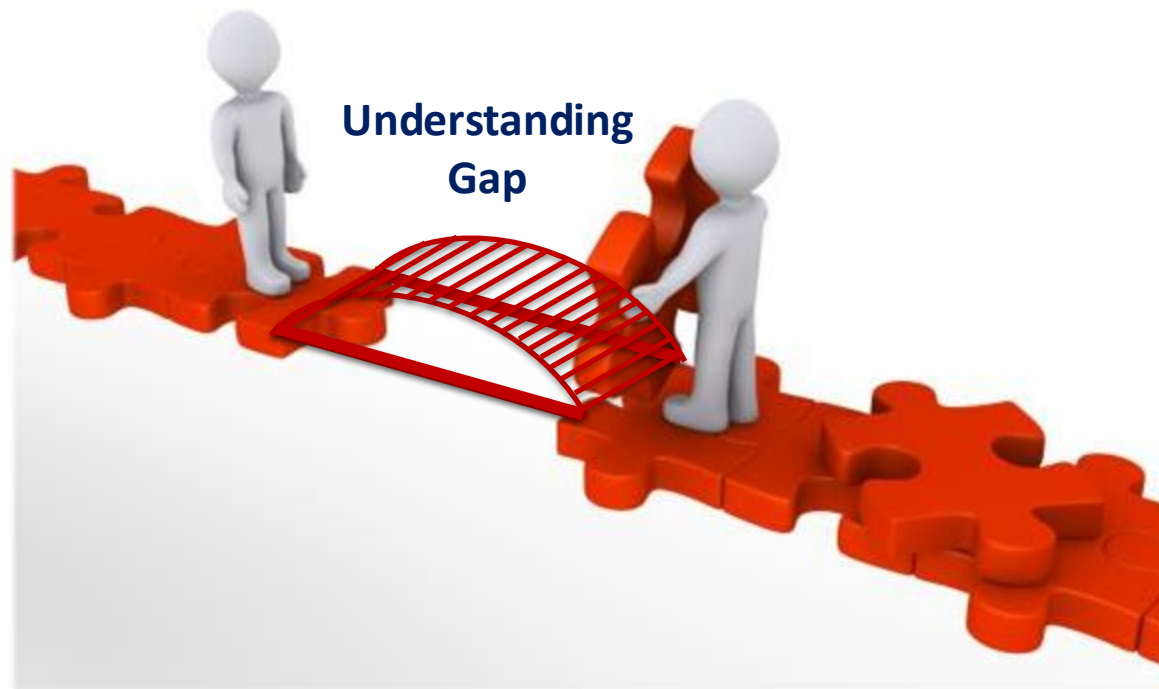
Lead Others With Empathy

Your Understanding

Your view of the situation, your perspective, your intention, your needs and feelings, your behaviors

Their Understanding

Their view of the situation, their perspectives, their intentions, their needs and feelings, their behaviors



On whose side of the gap do you start to build the bridge?

Leaders Map Their Moves

What is it?

*When it is present it helps me to move forward,
and when it is lacking, I tend to move backward.*

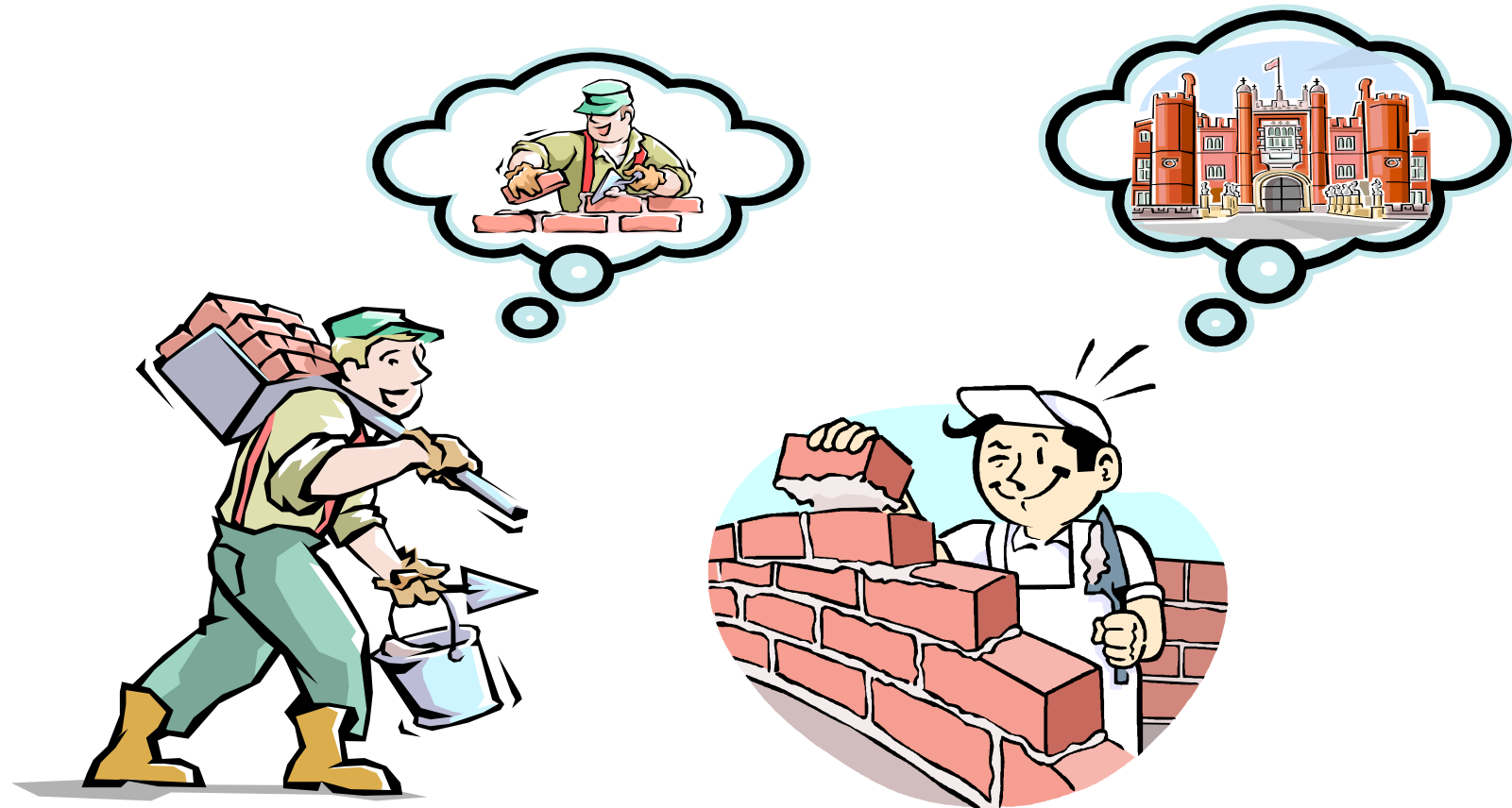


So How do you get it?

Inspiration

The level with which a person moves through life is called inspiration. And our inspiration flows primarily from our ability to live our lives with a sense of vision and purpose. When we have clarity around who we are and why we do what we do, it propels and motivates us in our daily tasks.

Relational Thinking



So How do We Map Our Moves?

What do you say when people ask you:

Why did you volunteer to be on your association board?

I (verb) (target group) (impact).

I help (target group) (achieve/experience) (positive outcome).

I ensure (value or principle) for (target group) by (action).

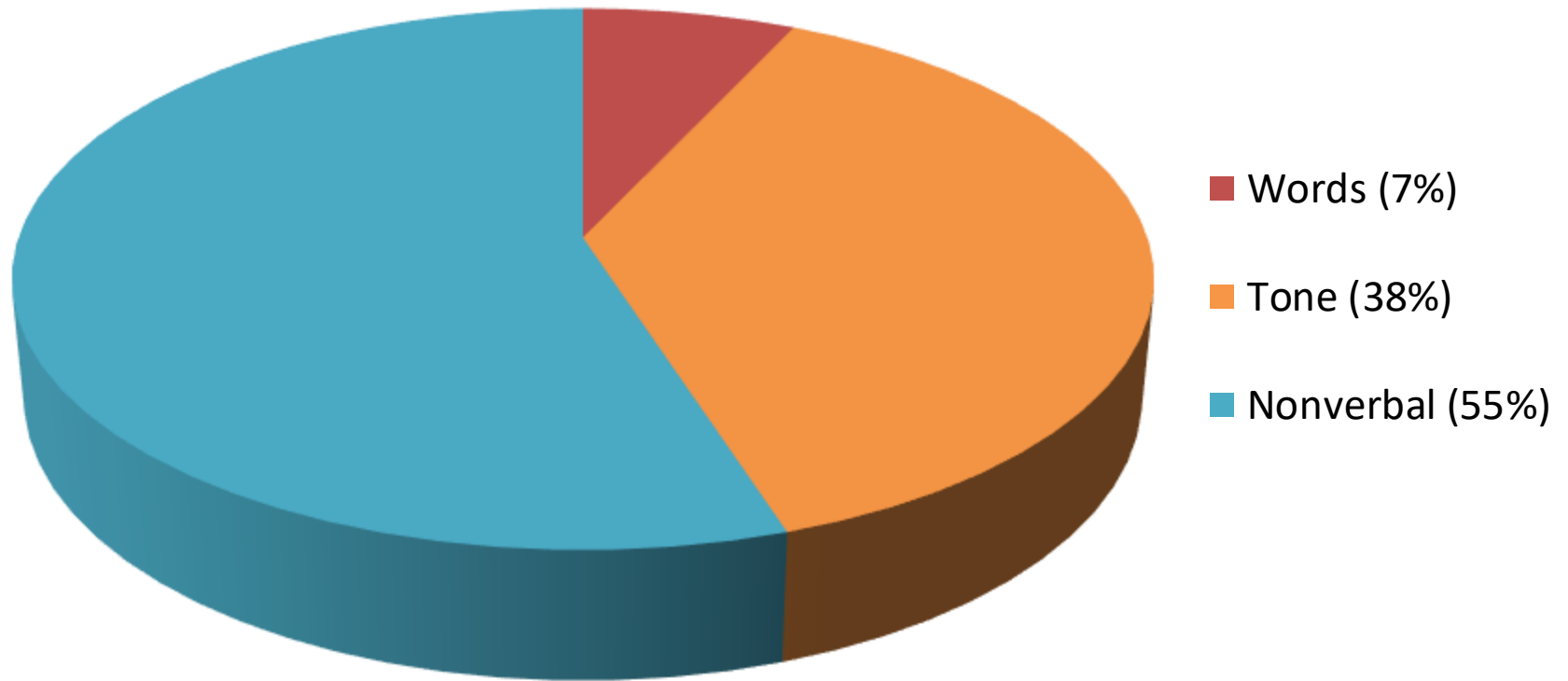
I create (environment/resource) where (target group) can (benefit).

I represent (target group) to (external audience or system) so that (impact).

I am on a mission to (verb) (target group) (accomplishment).

Leaders Massage Their Message

True or False? Communication is...



The Two Messages

The Two Messages You Send Every Time You Talk:



The Content Message

The Feeling Message

If you want to be successful with people, you need to send them positive feeling messages.

The Two Messages

Can I help
you?

So How do We Massage Our Message?

The Power of Reframe



What do you assume to be true about people?

Successful Leaders Make the Right Assumptions About People

- What you assume about people determines what you look for;
- What you look for is largely what you find;
- What you find influences your approach and their response, therefore;
- Any assumption you make about a person creates a feedback loop that largely determines the dynamics of that relationship.

What are the assumptions that you make about people?

Leaders Multiply Their Mark

Life's Pyramid Scheme



**“If you think you are leading and nobody is following,
then you are taking a walk.”**

- Old Afghan Proverb

You know you changed my life...

The Multiplication Effect

“You will never fully know just how profoundly impactful your life really is.”

- **Who has your life written all over them?**
- **Consider that being a leader is actually a recruitment strategy**

Closing thought...

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it’s the only thing that ever has.”

- Margaret Mead