



Sweat the small stuff:
*Emphasizing the daily leadership
actions that drive big employee
impact*

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Leadership is
not a soft skill.
It requires
intention.



Question...

What can leaders do to drive engagement before the person even begins?

Answer...

Ask the right questions.

Which would you prefer?



Micro behavior

Ask:

- What can I do to contribute to your growth?
- What do you need to feel engaged?

Macro Action

Update your interview guides and trainings

Question...

How do you engage employees after they've made a mistake?

Answer...

Tell them the truth.

Which would you prefer?



Micro behavior

Tell:

- Explain the “miss” with honesty and empathy
- Commit to being a partner

Ask

- How can I support you?

Macro Action

Incorporate recovering
from mistakes into your
rewards & recognition



Let's continue the conversation!

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