



9 CRITICAL COMPONENTS OF 21ST CENTURY LEADERSHIP

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Host: Leadership Excellence Podcast

9 CRITICAL COMPONENTS OF 21ST CENTURY LEADERSHIP

- 1. PURPOSE-DRIVEN**
- 2. PEOPLE-CENTRIC**
- 3. VALUES-BASED**
- 4. SERVANT LEADER**
- 5. GROWTH MINDSET**
- 6. TRANSPARENCY**
- 7. APPRECIATION**
- 8. EXECUTION**
- 9. ACCOUNTABILITY**



— WHAT IS LEADERSHIP?

**"INDIVIDUALS, ORGANIZATIONS, AND COMMUNITIES RISE AND FALL
WITH LEADERSHIP."**

- DANNY LANGLOSS, JR.



LEADERSHIP = INFLUENCE



LANGLOSS LEADERSHIP FORMULA

TRUST

RELATIONSHIPS

INFLUENCE

LEADERSHIP





TRUST IS THE CURRENCY OF LEADERSHIP

**“WITHOUT TRUST, LEADERSHIP
CANNOT EXIST.”**



BUILDING TRUST



- ✓ SHOW GENUINE INTEREST / CARE FOR OTHERS
- ✓ ASK FOR HELP
- ✓ INVEST IN OTHERS
- ✓ WALK THE TALK
- ✓ BE APPROACHABLE
- ✓ TIME & CONSISTENCY
- ✓ BE HUMAN
- ✓ IDENTIFY COMMON GROUND
- ✓ TRUST FIRST
- ✓ I GOT YOUR BACK
- ✓ FAIR & CONSISTENT
- ✓ SPEAK WITH GOOD INTENTIONS
- ✓ BELIEVE IN OTHERS
- ✓ BODY OF WORK



THE POWER OF PURPOSE

THE IMPORTANCE OF PURPOSE

- EMPLOYEES NOW EXPECT THEIR JOB TO BRING SIGNIFICANT PURPOSE TO THEIR LIVES.
- 2/3 OF PEOPLE IN THE RECENT MCKINSEY STUDY SAID COVID HAS CAUSED THEM TO RETHINK THEIR PURPOSE.
- NEARLY 1/2 OF RESPONDENTS SAID THEY ARE CONSIDERING LEAVING THEIR EMPLOYER DUE TO LACK OF PURPOSE.



CRITICAL ELEMENTS OF ALIGNING PURPOSE

UNDERSTAND TEAM MEMBERS:

- PASSIONS
- MOTIVATORS
- DESIRED IMPACT
- VALUES
- PERSONAL BRAND



STRATEGIES TO ALIGN PURPOSE

- **SHARE THE VISION**
- **ASK WHAT MATTERS TO THEM**
- **CONNECT THROUGH EMOTION**
- **ALIGN VALUES**
- **ILLUSTRATE WHERE ORGANIZATION, TEAM MEMBER, AND ROLE ALIGN IN PURPOSE**
- **PROACTIVELY CELEBRATE WINS AND IMPACT IN RELATION TO KEY PASSIONS, MOTIVATORS, AND DRIVES**





**21ST CENTURY LEADERS ARE
"PEOPLE-CENTRIC"**

WHAT DOES IT MEAN TO BE "PEOPLE-CENTRIC"?



PEOPLE-CENTRIC LEADERS ARE INTENTIONAL ABOUT CREATING THE CULTURE AND WORK EXPERIENCE THEIR PEOPLE DESIRE WITH A SPECIFIC FOCUS ON WHAT INSPIRES AND MOTIVATES EACH MEMBER OF THEIR TEAM.

7 THINGS EVERY PERSON NEEDS



"IF WE DON'T FEEL LIKE WE BELONG AT WORK, BOTH OUR JOB AND PERSONAL LIFE FEEL LESS MEANINGFUL."

(BOOK - THE POWER OF MEANING)

1. SEEN

2. HEARD

3. VALUED

4. UNDERSTOOD

5. ACCEPTED

6. CARED ABOUT

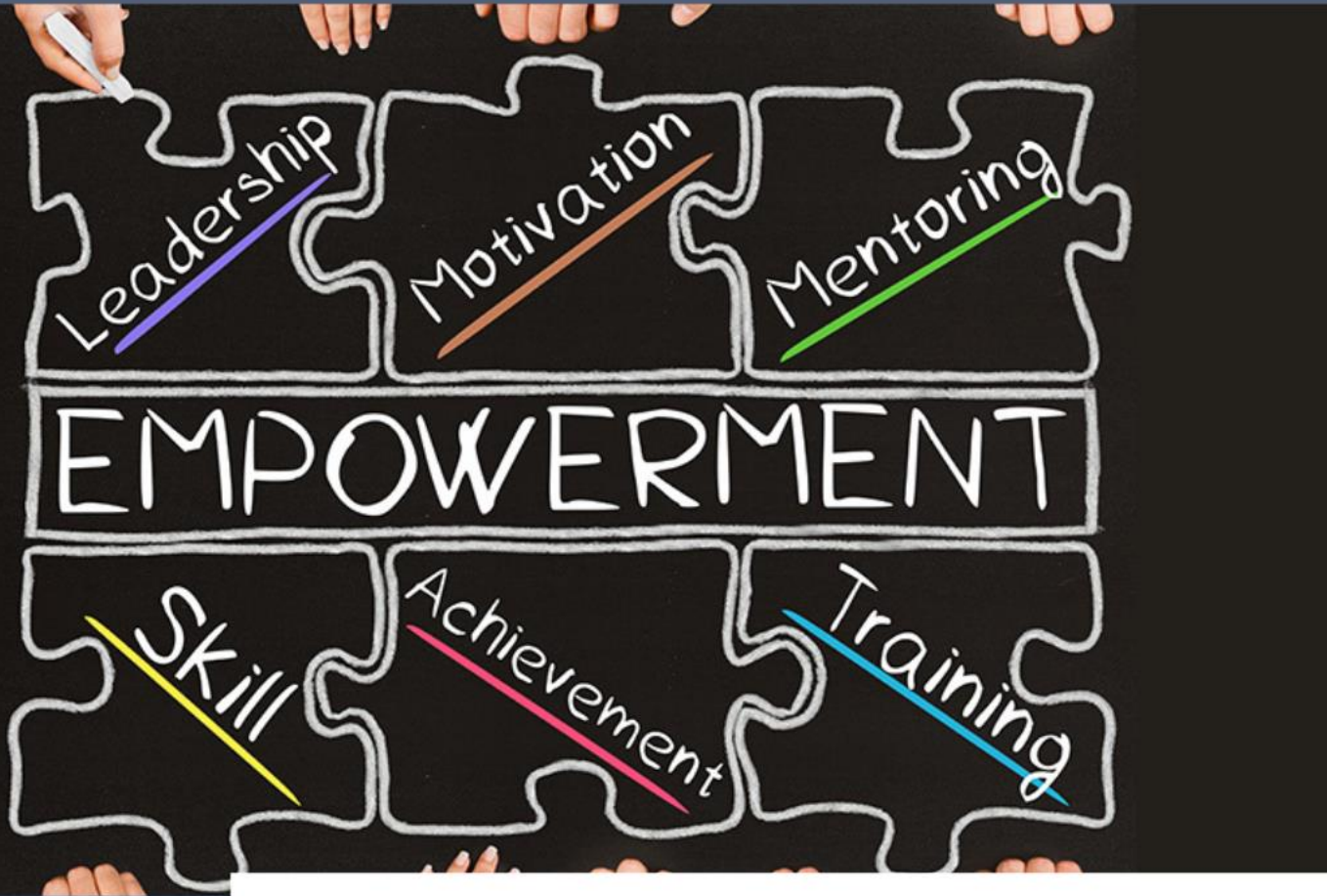
7. APPRECIATED



— EMPOWERMENT



ESSENTIAL ELEMENTS OF EMPOWERMENT



- Give a Voice
- Give Authority
- Meaningful Work
- Challenge
- Trust
- Believe In
- Appreciate

"Empowerment is all about creating an environment where our team members can shatter their glass ceiling."

- Danny D. Langloss, Jr.





**21ST CENTURY LEADERS ARE
"VALUES-BASED"**



**ETHICS
VS.
VALUES**

"COMMITMENT TO EXCELLENCE"



ETHICS:

**A CODE OF CONDUCT ADOPTED BY AN
AUTHORITY TO ACT AS GUIDELINES
FOR WHAT IS RIGHT AND WRONG.**



VALUES:

**INDIVIDUAL OR GROUP PRINCIPLES
THAT GUIDE OUR THOUGHTS, ACTIONS,
AND BEHAVIORS.**



CORE VALUES



LEADERSHIP VALUES

OUR BELIEFS GUIDE OUR EMOTIONS AND ACTIONS.

- SERVICE
- PEOPLE
- EMPATHY
- TEAMWORK
- TRANSPARENCY
- DIVERSITY & INCLUSION
- COMPETENCY
- INNOVATION
- JUSTICE
- EXCELLENCE



TRUE NORTH

CONSISTENCY

AUTHENTICITY

CONNECTION WITH OTHERS

STRONG RELATIONSHIPS

HEALTHY CULTURE

IMPROVED COHESIVNESS

INCREASED PRODUCTIVITY

**IMPACTS OF VALUES-BASED
LEADERSHIP**



A close-up photograph of a person's hand holding a black rectangular card. The card has the words "Servant Leadership" printed in white, bold, sans-serif font. The person is wearing a dark blue suit jacket and a white shirt with a tie. The background is a plain, light-colored wall.

**Servant
Leadership**



**HOW DO YOU DEFINE "SERVANT
LEADERSHIP"?**

- PEOPLE
- RELATIONSHIPS
- TEAMWORK
- DEVELOPING OTHERS
- SUPPORTING OTHERS
- INCLUSIVE CULTURES
- BELONGING
- PURPOSE
- RESULTS
- ACCOUNTABILITY



WHAT SERVANT LEADERS VALUE

**”SERVANT LEADERSHIP IS NOT WEAK OR
SOFT ON LEADERSHIP. SERVANT LEADERSHIP
IS SMART ON LEADERSHIP.”**



— MINDSET:

THE FOUNDATION OF OUR SUCCESS

"THE DIFFERENCE BETWEEN WHO YOU ARE TODAY AND WHO YOU WANT TO BE IS MINDSET."



**OUR RELATIONSHIP WITH FAILURE,
CHANGE, CHALLENGE, AND ADVERSITY
HAVE A SIGNIFICANT IMPACT ON OUR
SUCCESS AND THE SUCCESS OF OUR TEAM.**



- **ARE YOU A THERMOSTAT OR A THERMOMETER?**
- **"WE", "US", "OUR", NEVER "ME", "MY", "I"**
- **OUR PEOPLE ARE OUR GOLD**
- **THE POWER OF "TEAM"**
- **THERE IS ALWAYS A WAY**
- **FAILURE IS NOT AN OPTION**
- **RISE TO THE OCCASSION**
- **CHALLENGE = OPPORTUNITY**
- **THE OBSTACLE IS THE WAY**
- **THE TOUGHER THE SITUATION, THERE FURTHER WE HAVE TO LEAN IN**
- **NEVER, "WHY ME?", ALWAYS "TRY ME!"**



LEADERSHIP MINDSET

IT IS ALL ABOUT THE TEAM



THE IMPORTANCE OF TRANSPARENCY

WHAT IS TRANSPARENT LEADERSHIP?

TRANSPARENT LEADERS ARE OPEN, HONEST, AND SINCERE. THEY RECOGNIZE KNOWLEDGE IS POWER AND COMMUNICATION IS KEY. THEY PROACTIVELY SHARE INFORMATION WITH THEIR TEAM MEMBERS TO ENSURE EVERYONE HAS THE INFORMATION THEY NEED TO EFFECTIVELY CONTRIBUTE TO THE TEAM.



**PROACTIVE COMMUNICATION IS ONE OF A
LEADERS GREATEST TOOLS**



PROACTIVE COMMUNICATION



**PROACTIVE COMMUNICATION TELLS YOUR
TEAM MEMBERS**

- **I CARE ABOUT YOU**
- **YOU ARE IMPORTANT**
- **YOU HAVE VALUE**
- **WE APPRECIATE
YOU**
- **YOU MATTER**
- **YOU BELONG**



**APPRECIATION IS FUEL FOR
THE SOUL**



STRATEGY EXECUTION



COLLABORATION INSPIRE
DELIVER **INNOVATE** **VISION** MOTIVATION
PERFORMANCE

ACCOUNTABILITY

SERVICE TEAMWORK EXCELLENCE
INTEGRITY **SUCCESS** SKILL DUTY **STRENGTH** RESPECT
ACCOUNTABLE COURAGE MENTOR

PEOPLE RESPECT WHAT'S HARD



THE GREAT DESTROYERS

- Uncertainty
- Perceived Danger
- Inconsistency
- Humiliation
- Punishment
- Retaliation
- Power-Driven Boss

"Fear is the kryptonite of psychological safety."

- Danny D. Langloss, Jr.





THE GREAT

— RESPONSIBILITY OF

LEADERSHIP

**“ALL YOU HAVE TO DO IS WHAT IS RIGHT FOR
HER FOR THE REST OF HER LIFE.”**

- FATHERHOOD





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LEADERSHIP EXCELLENCE

PODCAST

with Danny Langloss

