

# Positive Leadership

## Changing leaders from within

Edite Amorim & Rita Pureza, THINKING-BIG, Amsterdam, 2nd July 2014





**Edite Amorim**  
***THINKING-BIG***  
***Coordination***

+



**Rita Pureza**  
***THINKING-BIG***  
***Research***

= Edite Amorim  
**THINKING BIG**





Edite Amorim  
**THINKING BIG**

**Trainings - What we do**

+

**Creativity**

**Applied Positive Attitud – Our themes  
Communication**

+

**Companies**

**Educational institutions – Our targets**

+

**Group dynamics and post-its – Our way!**













"My team doesn't only want more money, I realize. They want me to be there for them. They want me to see them."

"You feel as having the main role in the training"

"It's about doing your work in a more conscious way, thinking of your role as person, as leader"

"In 10 years I can be leading a team. And It feels powerful to realize that all I need to do it is to be my better self."



## Based on the research from:



Kim Cameron  
(Positive Leadership)



Alex Linley  
(From Average to A+)



M. Csikszentmihalyi  
(Flow at work)



Barbara Fredrickson  
(Positive emotions)



## Our suggestion to develop this workshop:

GOAL: To explain  
& practice some of  
the activities used  
in trainings for  
better leaders.

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Based on  
the latest  
research &  
authors

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Using group  
dynamics,  
creativity  
techniques &  
real  
examples

How are you?





# One example:

One restaurant in Sweden  
Observed by a psychologist for 1 month





# One example:

## One restaurant in Sweden





## One example:

Managed by a young couple





## One example:

With several people working as  
volunteers

**WHY?**







Meet  
**Robin Eriksson**, the chef  
26 years old  
travelled &  
passionate

**What do others see  
about him?**

## Leader from within



Silent example



Create & share vision



Communicate





**Silent example**



Arrives early

Positive mood

Takes care of details

**Gives the example**



2- Powerful  
**communication**  
(active listening,  
information  
flowing)

1- **Empathy** and  
**attention** to  
colleagues

3- Commitment  
to the **goal**



4- Feeling of  
**belonging** &  
**meaning**

5- Continuous  
**improvement** of  
goals &  
methods

**Powerful teams**





Constantly learning



But able to relax





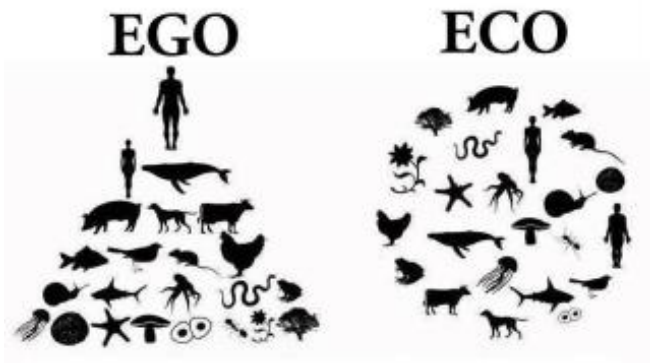
“He creates an informal, unpretentious and relaxed atmosphere but always very professional” (A client)





Hard working & focused  
on the task

## Working with leaders you'll have to deal with:



Egos



Self-image



Expectations



Laughing about one-self



Positive emotions:  
Ratio 3 for 1







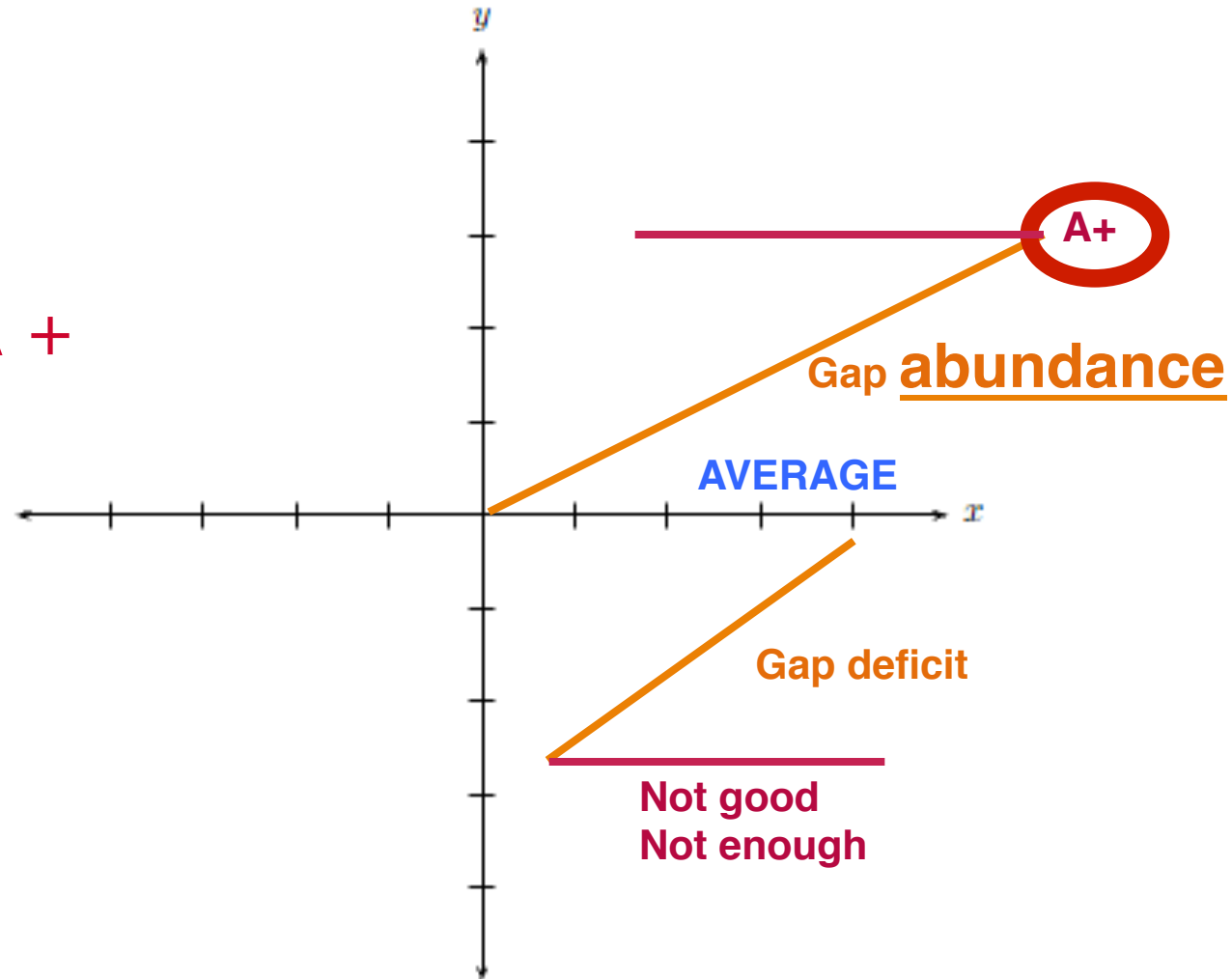
**Create & share vision**



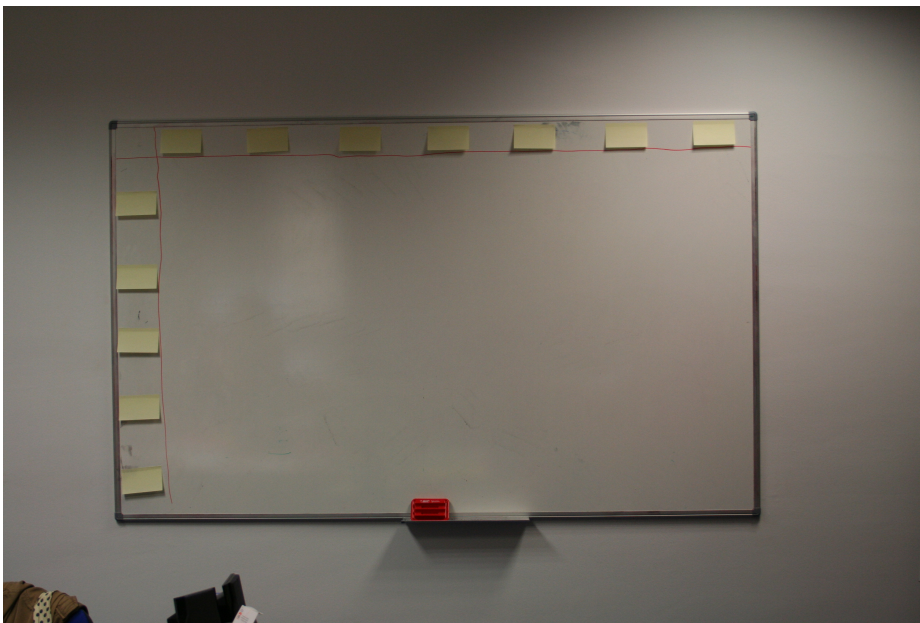
Defines criteria but lets them open enough for suggestions



From average to A +



# Creating a Customer Journey Map



#1 – Define the different moments and people involved

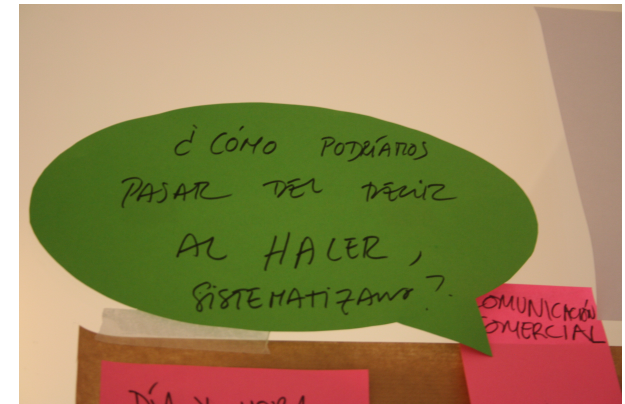


# Creating a Customer Journey Map



#2 – Add the tasks developed by each person/team

# Creating a Customer Journey Map



#3 – Take conclusions as a team





**Communicate**



When something goes well,  
the team is the responsible  
for it:  
“While you are here it’s also  
your restaurant.”





*"You have to put your back straighter, come on!  
And you should probably change those stripes as well, they look old... We don't want to be less than anyone else!"*

*"Come on! We want to be a huge casteller, a beautiful, tall and proud team! Our clothes must transmit our spirits and look nice!  
Let's do all we can to look even better than last year."*

## How do you use WORDS?

**Challenging**

**Complicated**

**Achieve**

**Worry**

**On time**

**Late**

**Development**

**Difficult**

**Growing**

**Crisis**

**Language of  
Excellence**



To  
acknowledge  
& improve  
what **DOES**  
**WORK**



To correct &  
compensate  
what **DOES**  
**NOT WORK**



# “What if...?” activity



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What if...?



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What if...?



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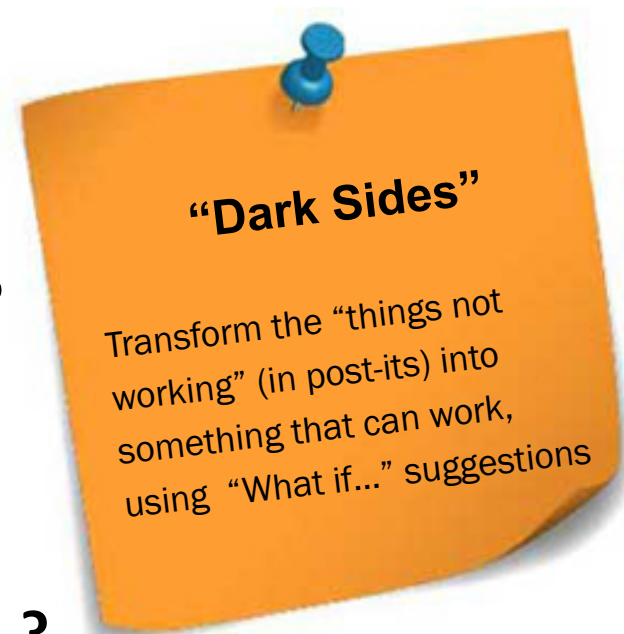
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What if...?





**Strengths:**  
Know them and use them!



# Strengths:

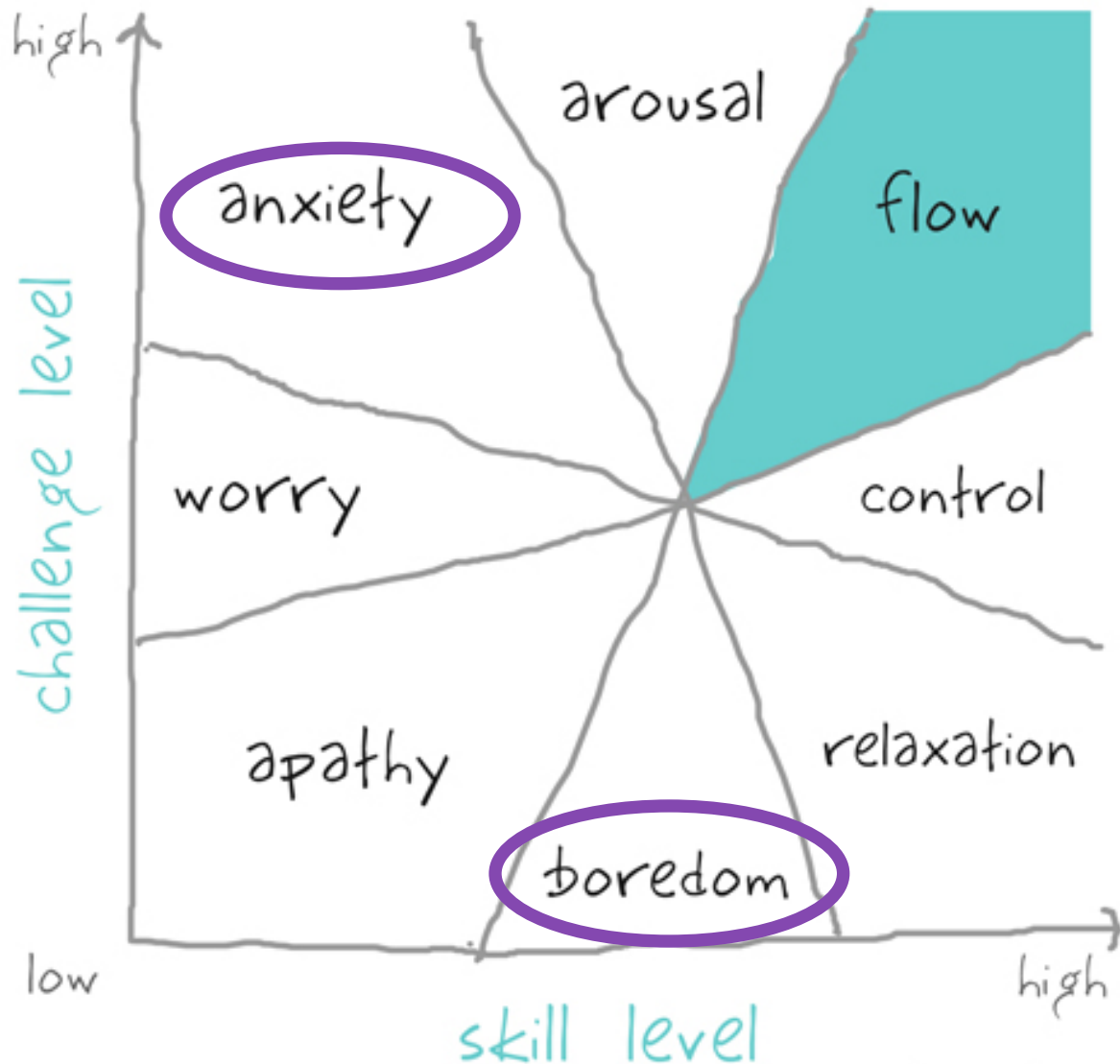
What are your strengths?





# Flow

Continuous  
balance between  
skills & challenges



# Recognition:

Acknowledging the other





# Recognition: What's your way?



# Strengths in exchange in your backpack



wikiHow

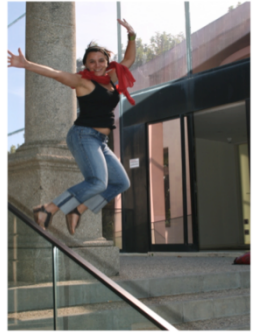




Celebrating &  
being grateful  
for the small  
victories







Celebrate  
the leader from within







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