



Grateful Leadership

 **Driver of**

INNOVATION



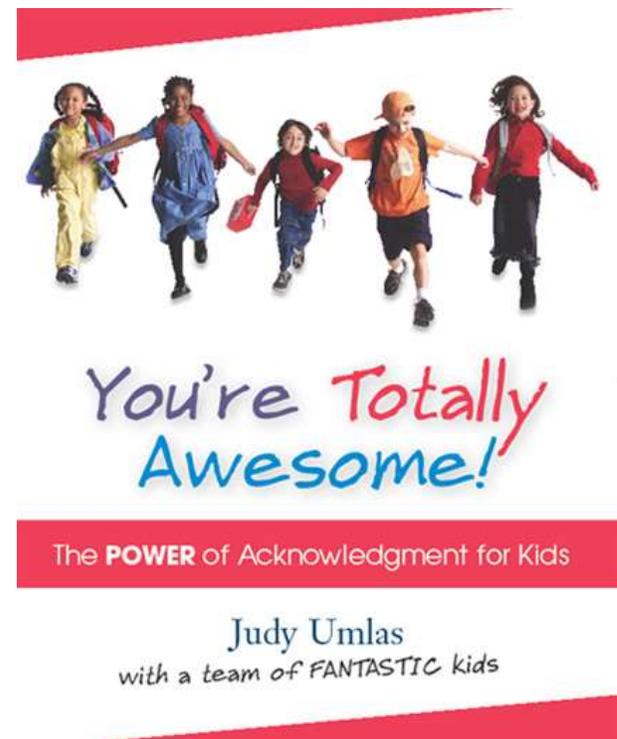
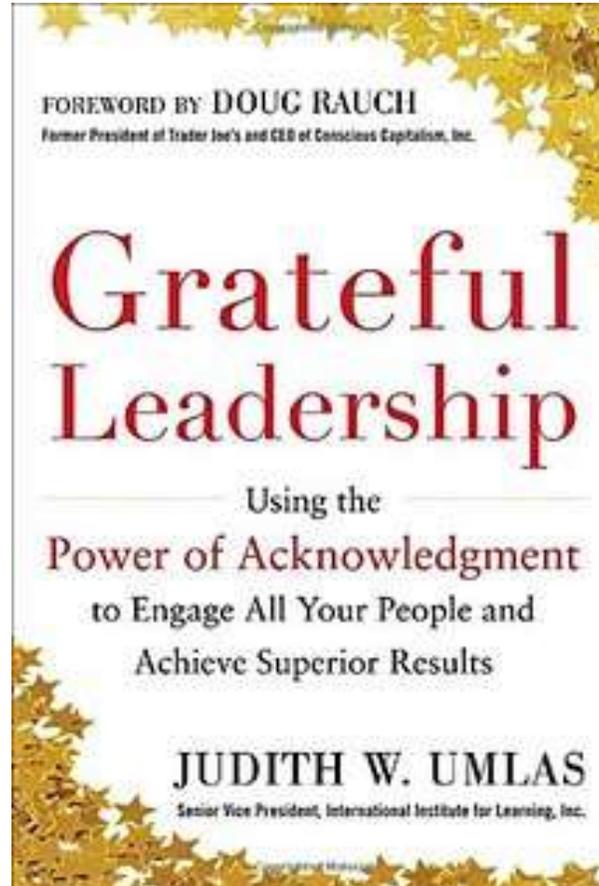
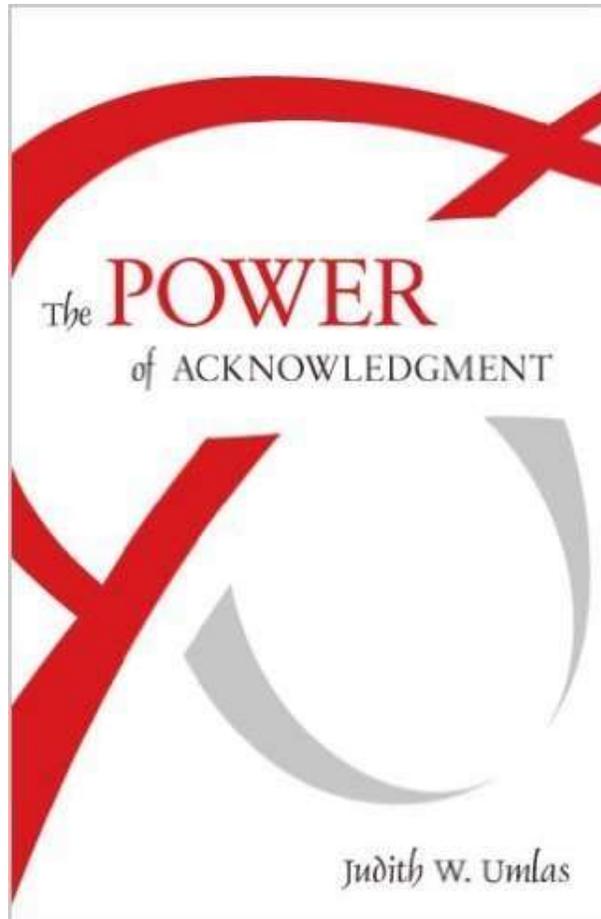


From “How NOT
to Talk to a
Pregnant
Businesswoman”
Working Woman
Magazine, 1986

**“I’m as mad as hell,
and I’m not going to
take this any more!”**

(Speech by Howard Beale in 1976
film “Network”)

- This became Judy’s “mantra” and motivation to write this article.
- Later, it became her inspiration to write 3 books!





E. LaVerne Johnson, Founder,
President and CEO, International
Institute for Learning, Inc.

Freedom to

F-A-I-L

“Psychological Safety”



What kind of Leader makes it “safe” for you to try new things and fail? To innovate?

- **Share the leadership qualities that have made you feel psychologically safe in the past**
- **Share the leadership qualities you would most like to work with now**
- **Examples of success you have experienced or know of in that kind of environment**



What is a Grateful Leader?

- **Examples of Grateful Leaders you have known or worked with and think about:**
 - **Their attributes**
 - **How did they make you feel?**
 - **Did that leader made you feel “safe”? How?**
 - **Share your responses with the group**





“Fear is the enemy of
Innovation!”
---Judith W. Umlas



Rich Sheridan,
CEO and
Chief Storyteller
Menlo Innovations

Create a workplace people love
by adding joy!



MENLO
innovations

Rich Sheridan
CEO, Chief Storyteller
@menloprez

Make

Mistakes Faster

"Joy, Inc. is a marvelous title, sure. But this masterpiece delivers and delivers and delivers. I beg you to keep taking deep breaths and imagining the world that Richard Sheridan reveals. Then . . . give it the best shot you can. I do truly beg you."

—Tom Peters, coauthor, *In Search of Excellence*



Joy, Inc.

How We Built a
Workplace People Love

Richard Sheridan
Cofounder and CEO, Menlo Innovations

RICHARD SHERIDAN

Author of Joy, Inc.

CHIEF

JOY 

HOW GREAT LEADERS
ELEVATE HUMAN ENERGY
AND ELIMINATE FEAR

OFFICER

FOREWORD BY TOM PETERS

<https://www.youtube.com/watch?v=XK6muSYopSs>



www.menloinnovations.com



@menloinnovation

Gallup Business Journal, WORKPLACE

article by Robyn Reilly

“Five Ways to Improve Employee Engagement Now”

:



“...Engaged workers willingly go the extra mile, work with passion, and feel a profound connection to their company. They are the people who will drive innovation and move your business forward.”

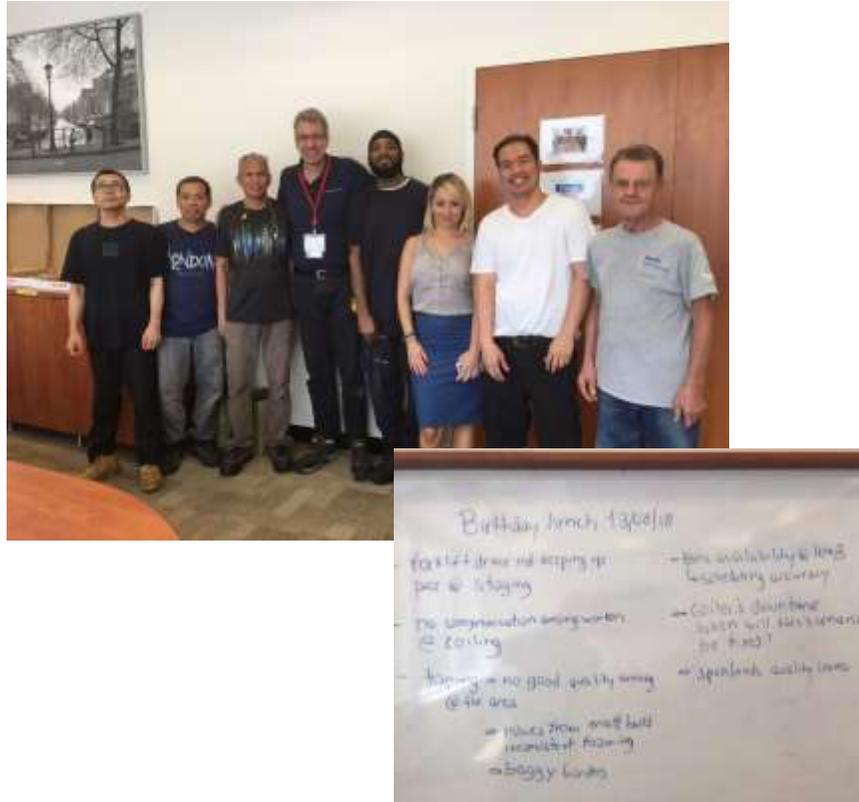
<https://www.gallup.com/workplace/231581/five-ways-improve-employee-engagement.aspx>



(Photo taken on “Pajama Day”)

Roberto’s “desk on wheels” is located at the geographic center of the Serta Simmons Toronto plant in Canada.

Roberto usually spends 70% to 90% of his time on the shop floor, allowing him to collect timely feedback, and react quickly should issues arise.



Grateful leadership and Innovation are tied together operationally by:

- Conducting kaizen projects, giving autonomy to employees to come up with/test own ideas;
- Investing time on shop-floor, getting real-time inputs on what's to be improved;
- Being approached and reachable;
- Celebrating and giving Acknowledgment/Candy Box Awards, at times in Town Halls

Celebrating birthdays together and collecting employee feedback on areas for improvement.



<https://drive.google.com/open?id=1wZdeRO6EHmgq8NvREzkqeFUkT9RAmTT0>

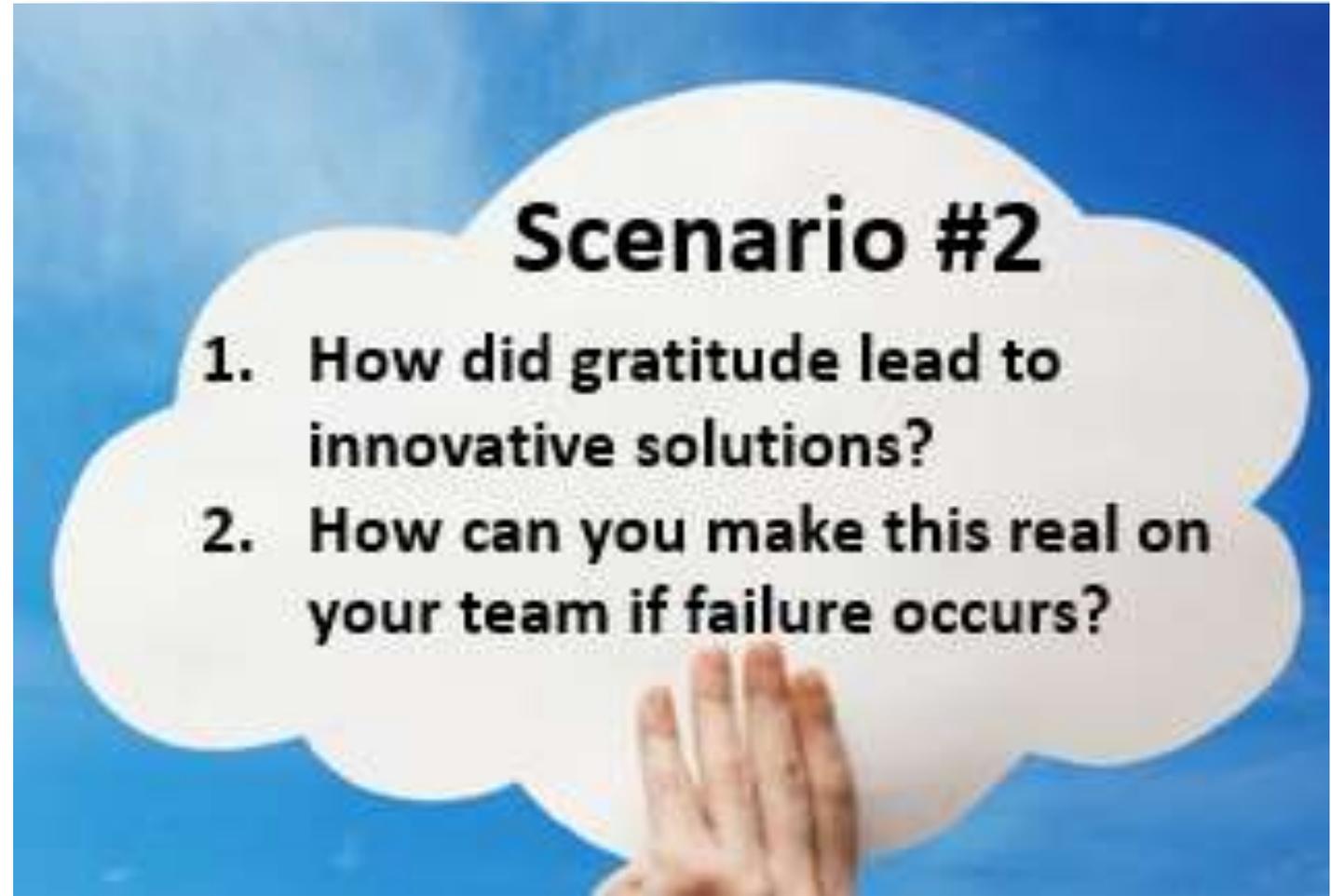
**Using the “Acknowledgment and Candy Box award”
to acknowledge people for a great job done!**

Let's look at two scenarios...

**4 Volunteer Actors
needed!**

Prizes given!

**Let's consider
these questions...**



Out of the mouths of babes...



“Bad boss, Good boss”

<https://youtu.be/q4q28bk9FyU>

By attending this presentation, you have earned your...

DRIVER LICENSE Not a legal driver license

FOREWORD BY DOUG RAUCH
Former President of Federated's and CEO of Commerce Builders, Inc.

Grateful Leadership

Using the
Power of Acknowledgment
to Engage All Your People and
Achieve Superior Results

JUDITH W. UMLAS
Umlas & Associates, International Institute for Learning, Inc.

NEW DRIVER OF INNOVATION

NO. 123456789 **CLASS A**
EXP. 01-01-2099 **RESTRICTIONS None**

New Driver
1234 Grateful Street
Leadership, U.S.A

ENDORSEMENT





ISS.
8/12/2019

Acknowledgment Donor

**By the Power of Acknowledgment
invested in me, I, Judith W. Umlas,
declare you a New Driver of Innovation.**

New Driver _____

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www.centerforgratefulleadership.com





Ask your questions,
big or small...