



## **M-Level Systems Consulting Want More Superstars?**

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If you're a fan of Saturday Night Live then you no doubt are familiar with the skit made famous by Molly Shannon. She is best known for her character of Mary Catherine Gallagher (MCG) aka, **Superstar**. Her mantra: Dare To Dream...

Mary Catherine knows she's a Superstar even if EVERYONE else in the world is oblivious to it. Her determination is like one of those punching bag clowns you had when you were a little kid that just keeps popping back up. Unfortunately, your employees most likely may not possess MCG's level of confidence unless they are well seasoned in their fields.

One of the first things I do with clients is have them form a picture of their team, beginning with their own point of view. I almost always hear them say, "Now George, he's great, or Maureen is wonderful, she never gives me any problems. They're my superstars. Of course, Betty is another story."

When I hear this, it's like a big screech on a 45 record as the needle drags across the vinyl (Yes, I'm that old).

### **Peripheral Vision**

After the conversation has found its way through each of the team members, I ask, "What about Betty, could she be a superstar?" Most people respond, "I suppose so", but once in a while I get an honest and candid reply like the one below:

Such a reply came from a client in a global leadership position. He said, "Are you kidding? Tom just doesn't have it in him." (Names have been changed)

"Why not?" Silence.

"Could Tom be transformed into a superstar.", I asked. Silence. "Is Tom really good at something?"

"Well, he's good at creating the monthly spreadsheets for the team that no one else wants to do. In fact, he's great at it."

"Would you say that Tom is a spreadsheet superstar?"

"Yes, I would and that data is vital in communicating our results. I never really even thought about it that way."

So in a few sentences, Tom achieved superstar status right? Wrong.

What has changed is his supervisor's point of view towards him. Will Tom pick up this signal? Absolutely.

## **Green Cow Goggles**

Sometimes, we unknowingly divide our people into colors. I like to call it green cow syndrome. If there were 10 cows in a green pasture and six of them were green, you would only notice four. The four that are left are either red or white.

\* Greens **do their job day in and day out.**

\* Reds are sometimes involved in problematic situations so they get noticed.

\* Whites **do their jobs day in and day out.** AND ask for feedback on a regular basis. AND they always seem to be striving to be working toward their greatest potential. AND you always know what's going on with them because they tell you, AND they ask great questions. Whites seek out your coaching and feedback. They are managing their careers and futures.

As leaders, we sometimes get so involved with fixing the reds and recognizing the whites that we fail to notice the greens.

### **Do you suffer from green cow syndrome? Do you know someone who does?**

Who are your greens? What are their talents and contributions?

#### **My Suggestion:**

Begin to coach them. Outwardly change your attitude and behaviors toward them and assist them in becoming superstars.

**For Those Who Are Serious About Changing Their Business Results Right Now**, and need some assistance, I've provided any easy overview so you can get an idea of how the process works to get started...

#### **1. Complimentary Strategy Session**

The method to develop your strategy or change your results is based on your specific needs and can best be determined after a complimentary strategy session.

#### **2. Your Objectives**

We'll start with a 45-60 minute strategy session via phone where we'll discuss your objectives and what you want to achieve.

#### **3. Your Results**

After your strategy session, I'll let you know if I can support you in achieving your objectives and then you'll decide how you want to proceed.

**To schedule your complimentary strategy session or to ask questions, feel free to contact me via the email or phone number listed below:**

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Cheers!

Diana