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THE CASE FOR LMA

BY RENE BOER | AUGUST 11, 2015



LMA is an abbreviation for “Leadership, Management & Accountability. Think of it as a formula; **L + M = A**. You can’t create Accountability, it must be taken. Accountability is an outcome, a bi-product of great Leadership **and** Management. Great bosses are masters of LMA. They know how to get the best from their people by keeping them energized and engaged.

A recent [Gallup Poll](#) revealed that of 100 million full-time American workers, 30% are “actively engaged” at their jobs. Jim Clifton, Gallup’s CEO asserts that this group more than likely works for a great boss. However, 20% of workers are “actively disengaged” at work. This group works for a boss that makes them miserable and as a result, they spread their discontent throughout the organization. This group is more likely to steal from their employer, miss work days and drive customers away. And, 50% of the American work force is “not engaged” at work! The cost of low productivity to American businesses is estimated to be a staggering \$500 billion annually.

Clifton asserts that the single most important decision that a business owner or boss can make is who he or she names manager. Making the right decision propels their company forward while the wrong decision holds it back.

EOS uses simple tools like the LMA Checklist that asks managers to assess how well they do 5 Leadership activities and 5 Management activities. The challenge is for managers to quickly reach a point where they can answer a resounding “YES” with how well they’re doing these things with each of their direct reports. It’s simple, but not easy.

LMA is one of the most important things that great managers take accountability for. They must Get it, Want it and have the Capacity to do it. If not, they’ll never be a great manager, no matter how strong their hip-pocket skill. If they can’t develop their direct reports they’ll hold the entire organization back.

What is it worth to your company to have ALL employees “actively engaged”? What’s holding you back?

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Recently, I've had several new clients take the first step on the journey of becoming their best by implementing the simple, proven tools of the EOS® Proven Process. A common theme from all of them is that they don't have enough time capacity. They have so many things they're trying to get done, there never seems to be enough time in the day. This is one of the first signs of burnout. So on our first day together, we work together to get really clear on the most important use of the team's time over the upcoming 90 days.

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LEADERSHIP TEAM DEVELOPMENT #8 – LMA

BY DON TINNEY | AUGUST 11, 2015



A brief recap. In developing a great leadership team, we have talked about some foundational building blocks. You must:

- care about the people you are leading and managing
- clarify the major functions of your organization and select the right leader to drive and manage each function
- decide – indecision isn't an option
- be all in – all 100% on the same page, sharing common values, a common purpose (your why) and a common thing you do to make the world a better place (your what).

One more point before we get to the mechanics of how to lead and manage more effectively.

As leaders and managers, we often tell people what to do – assign work – and expect the work to be done. We expect people to be accountable. When things don't get done as expected, we may default to punishments or rewards to try to make our people more accountable. These rarely work to improve performance.

Great Leadership + Great Management = Accountability.

In other words, accountability is the outcome or product of leaders and managers doing specific things. There are hundreds of books out there to suggest what those specific things are. At EOS Worldwide, we condense everything to 5 things a person must do to be a great leader and 5 things a person must do to be a great manager.

Leading and managing are entirely different skill sets. We'll examine the difference in my next post.

Here are your takeaway points for this week:

- Commit to becoming a better leader and manager before expecting more from your people. The accountability you are looking for will come as a by-product of your personal growth.
- You don't have to read 100 books. You just need to do a handful of important things that we'll cover in the following weeks.

Encouragement: If you haven't been the best leader and manager in the past, don't let that stop you. Displaying your intention to improve and grow will provide a great example for your people to follow. Again, it's about progress, not perfection.

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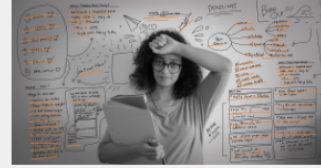
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