

Leadership Seminars provided to Supervisors at Defense Depot Susquehanna, PA

By Sherre Mitten-Bell, DDSP

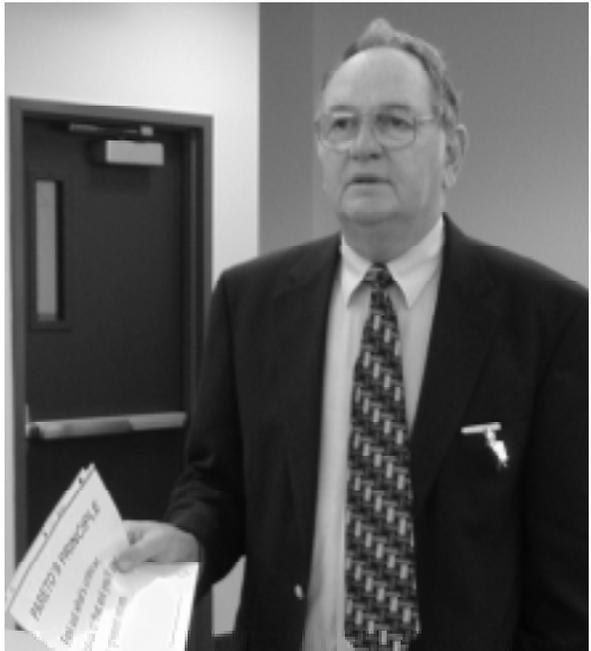
DDSP provided Noble Leadership seminars on October 16–17, 2002, to DDSP supervisors. Conducted by Edward T. Pidgeon, Jr., from The Results Company, the one-hour sessions were offered at both New Cumberland and Mechanicsburg locations.

Pidgeon first witnessed the affects of leadership power serving aboard a Navy vessel and realized that leadership is a powerful necessity for an effective organization. However, as he studied the topic of leadership he found a mix of concepts, theories, and research that concluded into a terminology jungle with no consensus on leadership effectiveness criteria or the best way to lead. In the study of Behavior Science, leadership is the least observed and most misunderstood phenomenon.

Offering that the anatomy of leadership is made of direction and influence, the instructor presented the first question a leader should ask, “Where should I lead them?” The direction, noble or evil, distinguishes between a “Mother Teresa” and an “Adolf Hitler” type of leader. The values of a leader, their concept of what is right, worthwhile, or desirable, determines the direction in which they lead, acting as a compass or as a beacon. Their values are a source of inspiration; they simplify complexity and facilitate decision-making.

The second question is “How can I get them to follow?” A noble leader influences others with their “live what you say you are” approach that they obtained by seeking self-awareness, continuing improvement, and applying personal growth initiatives—setting value-driven priorities in their lives. How

Mr. Edward Pidgeon talks to DDC staff about leadership.



much they empower people, create a positive environment, and nurture open communication measures their performance. A noble leader will promote process improvement and facilitate teamwork by governing consequences with a spirit of approval, instead of criticism. Their core values are evident by their selection of resources, goals and policies.

Pidgeon hit home with the supervisors as he specified how noble leadership applies specifically in a business organization such as DDSP. He stressed, “Leaders who embrace noble values should continually influence others to improve upon three areas; customer satisfaction, organizational efficiency, and moral integrity.” Customer satisfaction depends on the quality, timeliness, and cost of service or product. Organizational efficiency is reflected by the input and output ratio. Moral integrity is based on personal honesty, fairness, and sense of duty, respect and compassion.

Attendees recognized that leadership is necessary, but several learned anew the importance that leadership is to be judged not just on the degree of influence a leader has over others, but also the course on which a leader steers.

Herb Messner, Chief of Community and Family Activities Division, commented that, “Attending the seminar makes you think about your own role in leadership, about what you do, and what your job is about.” He appreciates how the Quality of Life Programs operating within his Division can provide he and his staff with instant feedback on customer satisfaction.