(Leaders Wanted)- How can have a Deeper impact in their District & Community

WELCOME!!

MUSKEGO NORWAY SCHOOL DISTRICT

Bob George
Head Custodian

Agenda

★ Being a Boss vs Being a Leader
★ Lead by example
★ 3 areas Leaders Make an Impact
★ Public perception matters
★ Review
★ ???'s
**Boss VS Leader**

What does Boss mean to you?

What does Leader mean to you?

Like a Boss is **Not** a good thing!!

Don't be like a Boss...

Be a LEADER!!

LEAD by example!!

Don't Add **Stress**!!

Don't add to the **workload** of the people around you!!

Don't Be Like A Boss!!
Leaders Lead in Everything

Actions Speak Louder...
than Any Spoken Words!

Leaders always think of Others

"Consider the needs of others and not just your own."

1st Way to Impact your District: Committee’s

Join District Impactful Committee’s - What are your School District’s Goals? Examples:

- Baldrige Excellence Award Program - consists of 7 possible committee’s
- Any committee’s directly involving custodial department - Restructuring cleaning procedures, etc... Talk to your B&G Supervisor for Advice
- Individual School & District Safety Team committees

Social Media - Twitter Feed/Web page
Stories Out to **Social Media - Reach Community**

- Department Twitter Feed
- Web-Page
- Local News Paper

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2nd Way to Impact your District: **Engagement**

**Engage students & staff**

**Examples:**

- Initiate a **SAFETY Program for Students in** your school
- Initiate an **Energy Saving $5 Program with Students in your school**
- Ask to assist special needs students - ERL, EMI
- Initiate an Award program for Cleanest classroom - **Golden Dustpan Award**
- Start Customer Satisfaction Surveys
- Engage your students/staff: Any needs we could fulfill outside job duties?

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**Junior Safety Inspector Gadget**

**Bob George**
Power Rangers

Students Saving Energy = $$$ back into the Classroom!!!

Bryan Mentoring with student through weight lifting.

Make a connection with EI... Emotional Intelligence. Think with your Heart too!

Golden Dustpan – Mike Kozlosky

Think Outside the Custodial Box like Mike!!

Remember: Help Others to Feel Important!!
Give your Heart to a student — Leaders think of others

Karen (MNSD custodian) Dressed up as Mickey Mouse to support a student!!

Leaders go Above & Beyond!!

Tess Corners- Customer Survey

What do Parents and Students Think??

Be sure to use measureable facts to back up what you do. In Muskego, we use parent and student survey data to justify what projects and initiatives we do for safety, general use and appearance throughout the district.
3rd Way to Impact Your District:

- **A Positive Attitude** in ALL Things- Accept nothing less. No Negativity! Examples of Morale Boosters:
  - Shout Outs to (all) staff • Custodian of the Year including the ones nominated
  - Facility Team of the Year
  - Rounding Check-ins with Custodians
  - Work Order Celebrations
  - Team building games - RPS, B-ball

If None **Create it!!** That’s what LEADERS do!!

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**Custodian of the Year & Nominations**

- Custodian of the year- Bob Crawley!!! Nominated by whole school
  - Participates in PBIS- Kids purchase tickets to work with Mr. Bob
  - Attends student events off hours
  - Improved Energy Savings by 10% since working at LV
  - Two time facility team of the year
  - LED light Pilot & Plastic floor finish

“Critical part of the LV community who makes everyone feel welcome”!

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**Recognize Your Team in front of Colleagues**

Kim Kramer won Bay Lane Bobcat Award! Given to one staff member each year!
B&G Sup. Jeremiah Johnson - 2015 Fac. Man. of the Year

Muskego Elementary - Facility Team of the Year!
- District Wide: Improved Satisfaction by 6% over the last 4 years!
- Notable: ME improved by 20% & TC improved by 20%

Work Orders - Motivate
- 2500 work orders completed in the 2015-2016 school year.
Highlight Department **Positives**

- **Lakeview** is the 1st school in the District to be 100% LED, saving 26% of electricity costs
- Mill Valley is 80% LED
- Bay Lane is 20% LED
- High School and Lake Denoon have LED lights for emergency lighting
- High School Exterior lighting are 100% LED (6 mo ROI!!)

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**Energy Star** Status!!!

- **ALL MNSD Schools** received the 2015 EPA Energy Star Status!
- Program savings surpass $4M since 2006!

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**Positive Progress!!**

- Workplace injuries reduced by 50%!
- Insurance Mod dropped from 1.46 to 1.04!
- Saved over $60,000 in premiums in 2015!

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Accident investigation is a big contributing factor to lowering lost time injuries.
Positive Cleaning Checklists!!

Cleaning Evaluation Scores are more than 95% proficient!

Great work MNSD Custodial Team!!!
Highlight New Team!!

We brought Maintenance back to our department!

Year To Date Savings: $94,853!

HVAC
Doors
Most Used By
HS/ESC/BL

"Rounding" Shows Interest in Others

Began "Rounding" with all custodial staff - 150 meetings between supervisor & employees

What is working?
What needs to be improved?
Who would you like to recognize?
How can we support better?

Department Values: Define Them!

Facilitate staff creation of their own Department Values: Then sign it to own it.

This helps them own what the values/mission is since they created it

Use these values to guide actions and come back to them when relevant
Be able to have the **Difficult Conversations**

- Praise publicly and reprimand privately
- Give employees the benefit of the doubt until they prove otherwise. Back them publicly to ensure trust.
- When a questionable situation comes up, ask true/false questions to investigate. Do not make assumptions that could compromise trust and professionalism.
- If you are involved directly, make sure a different supervisor does the investigation.
- A difficult conversation will be easier now than later.

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**Share Results & Programs with Others!!**

Others are noticing! We have given tours to other Districts and shared our programs with numerous facility managers and business managers.

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**Review**

- Don't be a **Boss**!!
- Show your **Heart**...
- Be a **LEADER**!
Join School District’s Goals - 1st Impact

Join Committee’s to have 1st Impact as a LEADER.

★ If none...Create One!
That’s what Leaders Do!!

Engage Students & Staff - 2nd Impact

* Energy & Safety programs for students?
* Assist student academically and emotionally? (ERI & MRI)
★ If none...Create one!
That’s what LEADERS Do!!

Promote Positive Environment - 3rd Impact

Accept nothing less!
Share Positive news with staff & Community!
Create Positive Acknowledgements! (Custodian and Facility Team of Year)
★ If none...Create one! That’s what LEADERS Do!!
A true Leader creates followers…

A Great Leader creates more Leaders.

- Tom Peters

Lead the Way

Thank you

Questions?