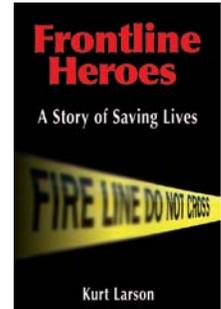


Frontline Heroes

Readers Guide Questions ©2010

Based on Frontline Heroes: A Story of Saving Lives

By Kurt Larson



Most of us accept the fact that learning to be a leader is challenging. Add to it the stress of trying to be “better” at what you do doubles the amount of the effort required to be successful.

Our past efforts count only when the experiences we bring with us will give us a first-hand understanding of how important our actions or inactions impact how we are perceived as leaders.

We are challenged to remember: What did a good leader do to make you feel like you had performed with excellence? How do you see yourself as a leader? Are there experiences you’ve had where you experienced the self debate between what should have been done and what was actually done?

The Flywheel

Chapter 3 covers the concept of the flywheel. What are the things that get your flywheel spinning? In your private life? Or in your job? Can you create more momentum in each and think about how that added momentum will help you fulfill your dreams – not only in terms of your career, but your home life, friendships and other activities? What are the things that slow down your flywheel and make it necessary to find something to give you short bursts on the flywheel pick up the speed?

In what situations do you experience paralysis in making the changes necessary to be successful in meeting your goals? (Chapter 4)

The Nine Principles®

Part of the leadership challenge is that we may tell ourselves we are on the path of excellence and find ourselves coming up short. However, if we don’t take action, much of that change is simply a part of our dreams. To make those dreams a reality, we need to implement the nine principles.

Commit to Excellence

Are you personally committed to excellence? What are you doing that qualifies for such a high ranking? What are others doing to achieve the same commitment? Are there

differences in the way we perceive what others are trying to do verses what you are doing?

Measure the Important Things

What are you measuring? Is it important to the success of your organization? To your family, friends, peers? If you are not measuring the “right” things, what can you do to change it?

Build a Culture Around Service

Are you emphasizing the idea of serving the needs of the many verses the needs of the few? What actions can you take to help build that culture within your sphere of influence?

Create and Develop Leaders

The best measure of success is what happens when you are not present. What are you doing to elevate your group to create and develop the leaders who will follow you? Are you doing enough to meet the cultural needs of the organization and take it beyond? Or simply enough to get by?

Focus on Employee Satisfaction

Do you focus on what makes your co-workers tick? Are they happy? Are you happy? If not, what changes can you make to improve the environment for everyone?

Build Individual Accountability

Are people held accountable for their actions or inactions? If so, how? What is their reaction to your accountability review? Push back or outright dissent? Is there another way this can be handled to improve performance without hurting the pluses and minimizing the minuses?

Align Behaviors With Goals and Values

Do you focus your efforts on making things come into alignment with the group’s goals and values? Are the goals and values “valid” or do they need to be revised or changed to support the overall goals and values?

Communicate At All Levels

You may think you are communicating well, but are you? Do you ask for and receive feedback from others that clearly states where you need to improve? Do you help others in the same way?

Recognize and Reward Success

As human beings, we want to be recognized for our efforts. Do you recognize and reward without regard to “it’s part of the job” or “someone else should have told them”? What are you doing to improve the organization by recognizing and rewarding individuals in formal, informal and spontaneous ways?

Now that you've read *Frontline Heroes*, will you share with me some feedback? To get you started I have listed some questions which might spur your thoughts on what you have just experienced:

- Was this book helpful?
- Did you like/dislike the leadership concepts woven into a story?
- How did this book impact how you look at others within your organization?
- Did the concepts in the book change your work ethic?
- Have you changed how you act around others within your organization?
- How can I help you succeed as a Frontline Hero?

Please let me know what I can do to assist you in becoming the person or organization of your dreams. Send your comments and concerns to: frontlineheroes@fire-help.org.

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