

LEADERSHIP GUIDE

Find Your VOICE

Career Readiness





IMPORTANT NOTICE

Copyright © Franklin Covey Co. All rights reserved.

Leader in Me and many other terms, slogans, and logos are registered trademarks of FranklinCovey. This publication is provided to you for use with a licensed FranklinCovey program or for your individual use only. You are prohibited from using this publication as a part of other training offerings or profiting financially from it in any way.

FranklinCovey owns or controls all proprietary rights and copyrights to the content contained herein. Except as provided for under a license agreement, no part of this publication may be transferred, resold (in part or whole), file-shared, copied, reproduced, modified, stored in a retrieval system, transmitted (e.g., sent via email), or made public (e.g., posted to Slideshare, Facebook, YouTube) in any form without the express written permission of FranklinCovey. FranklinCovey may pursue criminal and civil claims for any unauthorized use, misappropriation, or distribution of any content contained herein.

ABOUT FRANKLINCOVEY EDUCATION

For nearly three decades, FranklinCovey Education, a division of FranklinCovey, has been one of the world's most prominent and trusted providers of educational leadership programs and transformational processes. Our mission is to enable greatness in students, teachers, and schools everywhere. The FranklinCovey Education team is primarily composed of outstanding former teachers and administrators from various educational levels and entities.

FranklinCovey is a global, public company specializing in performance improvement. We help organizations and individuals achieve results that require a change in human behavior. Our expertise is in seven areas: Leadership, Execution, Productivity, Trust, Sales Performance, Customer Loyalty, and Education.

For more information about *Leader in Me* or other FranklinCovey Education offerings, please email: educate@franklincovey.com or call: 888-868-1776.

Franklin Covey Co.
2200 W. Parkway Blvd.
Salt Lake City, UT 84119
www.franklincovey.com/education

What's Inside

WELCOME	1	In the Workplace	100
1. This is About You.....	2	26. Career Choices.....	100
2. Finding One's Voice	6	27. Resume Preparation.....	104
3. Sharing One's Voice	10	28. Professional Appearance	108
4. Sustaining One's Voice.....	14	29. Interview Skills.....	112
		30. Work Ethic.....	116
FINDING YOUR VOICE	19	31. Presentation Skills.....	120
5. Your Talents	20	32. Customer Service	124
6. Your Passions	24	In the Global Market	128
7. Needs in Your World	28	33. Entrepreneurial Mindset	128
8. Your Conscience	32	34. Marketing.....	132
9. Your Voice.....	36	35. Selling.....	134
		36. Business Plans.....	138
SHARING YOUR VOICE	41	37. Media Magic.....	142
One-on-One	42	SUSTAINING YOUR VOICE	147
10. Trustworthiness.....	42	38. Continuous Innovation	148
11. Greeting Others	46	39. Resilience	152
12. Conversation Starters.....	50	40. Networking	156
13. Body Language	54	41. Life Balance.....	158
14. Self-Confidence.....	58	42. Celebrating Milestones	160
15. Expressing Gratitude.....	62		
16. Expressing Compassion	66		
17. Managing Emotions	70		
18. Optimizing Feedback	74		
19. Resolving Conflicts.....	78		
20. Offering Apologies.....	82		
Digitally	84		
21. Text Messaging.....	84		
22. Phone Etiquette.....	86		
23. Email Etiquette.....	90		
24. Video Calls	94		
25. Social Media	96		

A NOTE FROM FRANKLINCOVEY EDUCATION

The **voice** of this guide is not your physical voice. This voice is found at the intersection of your **talents** (what you are good at), your **passions** (what excites you), the **needs** of the world, and your social **conscience** (what you feel is the right thing to do). The voice of this guide is your unique personal contribution to the world.

The fact that there are billions of people on planet earth can be intimidating. You may wonder what you possibly can contribute to such a massive world. But, if you divide all those people into geographic locations and look only at your city, only at your school, only at your family, or only at one of your friends, you will quickly realize that you can indeed make a difference—if only for one person.

In other words, whether you work with one person or many, you can make a positive difference in the world around you.

What will be your voice—your contribution?

This guide is designed to help you learn and master skills that will enable you to express your voice at school, at home, online, in a work setting, in a team, and in the marketplace.

This is about you and your life. Use the skills contained in these pages to optimize your life and your opportunities. Trust yourself. Believe in yourself like we believe in you.

Finding Your Voice



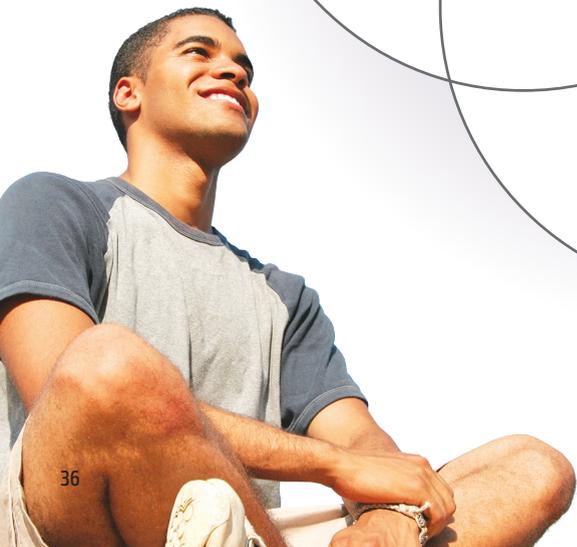
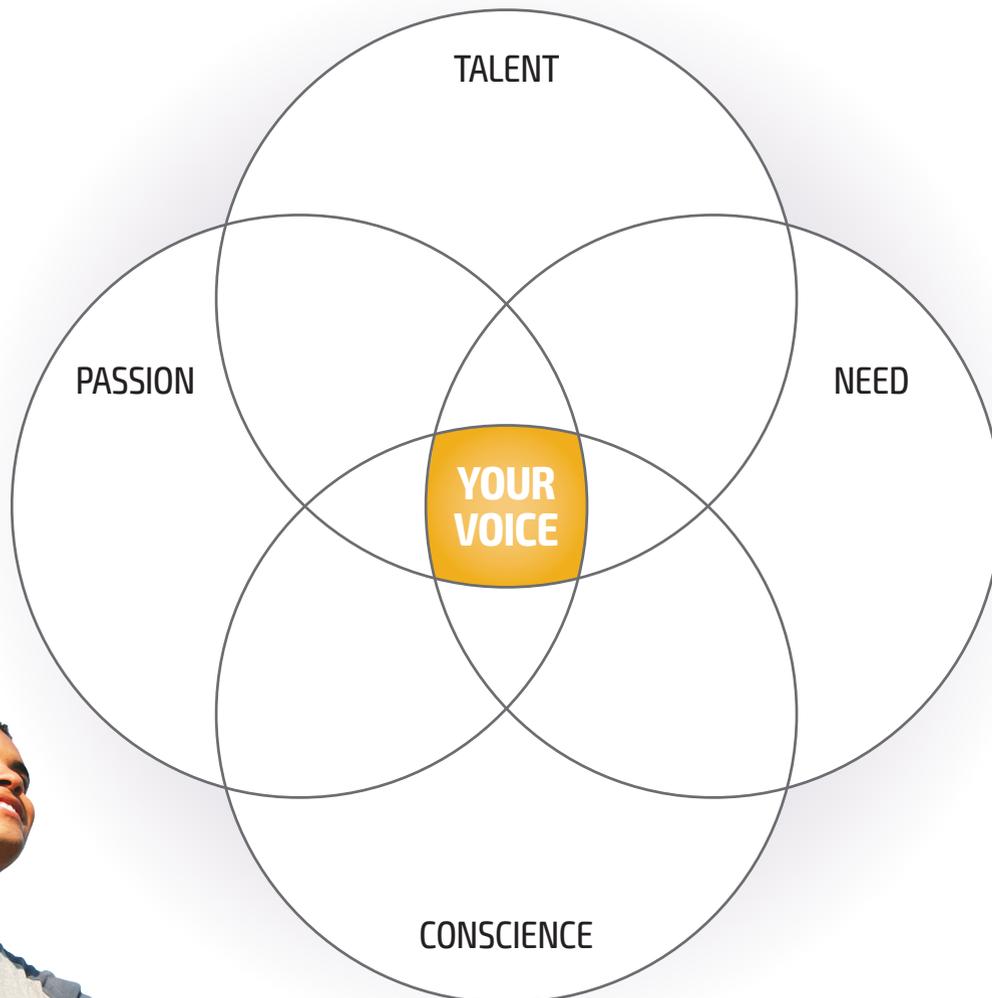
Your Voice

Having too many choices can lead to avoiding making important decisions. This lesson is about choosing which paths to take and what to do with your life.

Narrow It Down

Just because you are good at something does not obligate you to do it. Your best voice can be found at the intersection of talents, passions, conscience, and needs.

Review the work you have done over the past few discussions. In the model below, identify where your discoveries intersect.



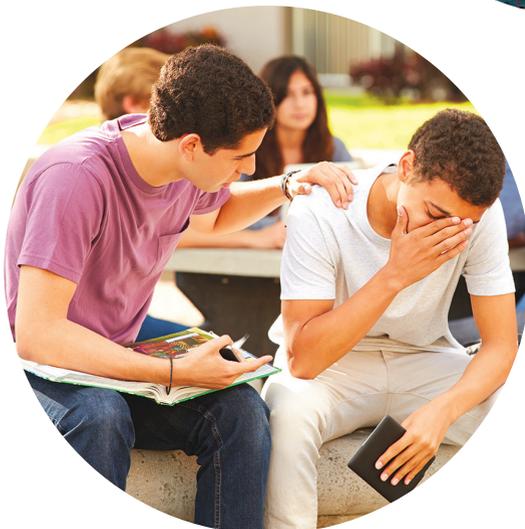
Contribution Statement vs. Mission Statement

A personal mission statement provides clarity and gives you a sense of purpose. It defines who you are and how you will live. A Contribution Statement focuses more distinctly on the difference you want to make in the world. A Contribution Statement defines the high purpose you want to serve and what you intend to achieve in your career. Look at the following examples.

"I will use my mathematical knowledge and skills to enable computers to communicate with one another."

"I will use my ability to listen and empathize to help the grieving families of crime victims find closure."

"I will use my artistic talents to enhance every physical environment I can and thereby affect morale, productivity, and mood."



Your Contribution Statement

A Contribution Statement sums up the best you have to offer to the challenges that excite you.

STEPS TO WRITING A CONTRIBUTION STATEMENT:

1. **Write a tribute to an influential person.**
2. **List tributes you would like to receive.**
3. **Review your strengths.**
4. **Determine your cause.**
5. **Draft your Contribution Statement.**
6. **Share your Contribution Statement.**

1. **Write a tribute to an influential person.** Describe an influential person in your life—a teacher, coach, friend, family member, leader, etc.

2. **List tributes you would like to receive.** What would you want people to say about you in a professional setting? What attributes or achievements would you want mentioned?
