

For Success at Work, Lead with LUV!

If the title of this month's EAP newsletter grabs your attention, you should know that LUV is the New York Stock Exchange symbol for Southwest Airlines – a carrier that has compiled an unprecedented record of success in an industry fraught with economic peril. Southwest was originally based at Love Field in Dallas. In a new book, *Lead with LUV: A Different Way to Create Real Success* (<http://www.leadwithluv.com/>) renowned author and Chief Spiritual Officer of The Ken Blanchard Companies, Ken Blanchard converses with Colleen Barrett, President Emeritus of Southwest Airlines about creating a workplace culture that ensures success. Here are just a few excerpts from their discussion about becoming a true leader in our place of work:

“(Some people) think that leadership is all about having a position or title...I think leadership is a way of life. All of us can be leaders, both at work and in our homes and communities.” Remember this concept the next time a co-worker appears to be struggling or could benefit from your experience. Sure, you could ignore the situation and say “It’s not my job,” but according to Ms. Barrett, **“Anytime you seek to influence the thinking, behavior or development of people in their personal or professional lives, you are taking on the role of a leader.”** And she should know. This “*lusting*” approach resulted in creating a state of the art airline during her 40-year tenure.

“As long as you are respectful of others and treat people the way you would like to be treated, you will get that back in kind.” We hear a lot about this word *respect*, but do we really *practice* respect on a daily basis? Respect demands that we will not under any circumstances demean a co-worker nor

seek to undermine his or her reputation. Passing along a rumor or negative story about a co-worker is the height of disrespect. Even though we may not be the original source of the rumor, we are the originator of the information for the next person down the line with whom we share the “information.”

“Do you fly in, make a lot of noise, dump on people, and then fly out?” As mentioned in last month's newsletter, some of us definitely have the “shout gene” and rarely miss an opportunity to “dump on” a fellow team member. This type of behavior is most definitely a violation of The Golden Rule that Ms. Barrett was continually taught by her mother!



While other airlines faltered, declared bankruptcy or disappeared altogether, Ms. Barrett was able to make Southwest a success by strongly encouraging three key values amongst the workforce:

- **Adopt a Warrior Spirit:** Work hard every day and become the best you can be at your particular task or function.
- **Develop a Servant's Heart:** Be ever ready to help a co-worker in a gentle, *lusting* manner. Think in terms of “we” rather than “I.”
- **Nurture a “fun-lusting” Personality:** Southwest employees have always been advised to take their work very seriously – but not themselves! There's nothing wrong with having fun at work as long as it doesn't compromise safety, productivity -- or a co-worker's reputation.