

ADAPTIVE LEADERSHIP



ADAPTIVE LEADERSHIP: The Art and Practice of Managing, Leading and Creating Change in Your Business and Teams

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Do you ever feel like you worked your butt off in your business, then get home at the end of the day (or night) exhausted and feel you've actually accomplished little? Have you ever had to solve the same problem in your business more than once? Once a week? A shift??

We know that you want to deploy yourself as a leader every day in ways that will make a positive impact on your business, your team, and your profits. In order to do that, you have to be able to *focus* on the things that will bring change and improvement to each of those things. The problem is, we often get bogged down and distracted by the wrong things...devoting time and attention to the things that keep us 'busy,' but don't necessarily move us forward. It's easy to feel like we're working the same shift (or day, or week) over and over again, continually addressing the same problems...working hard but actually accomplishing little.

The fact is, no matter what challenges, performance issues, or results you're currently experiencing - good or bad - they will *continue* to be the same unless something changes. Those changes can come in ways that you can't control; like market conditions, industry trends, or even a global pandemic. *OR....*change can come to your business in ways that *you* control, plan and execute...like leadership, goal-setting, and accountability.

We believe that all leadership is either technical or adaptive in nature, and that by focusing on the adaptive techniques that create and manage meaningful change in your business and on your teams, you can eliminate distraction and move your people, performance, and results forward daily.



Technical Leadership is the application of existing know-how already possessed by a manager. In a restaurant, it might involve managerial duties like writing schedules, taking inventories, conducting audits, balancing drawers or writing reviews. Technical Leadership is excellent for delivering consistency and predictability. It's easily applied and is often very effective at keeping things running smoothly and free of chaos.

That which is the same in your business as a result of your presence is the value of Technical Leadership.

However, there are a great many challenges and problems faced by teams that *cannot* be solved by a technical approach. They require experiments, discoveries and adjustments from numerous places in the business and various members of the team. They require change.

Without change, teams can't achieve meaningful improvement or overcome significant or recurring obstacles. It's the function of Adaptive Leadership to introduce, define and manage that change.

In short, Technical Leadership feels safe because it allows leaders to apply experience, solutions, and tools that have worked well for them in the past...but it delivers the same results as in the past.

Adaptive Leadership feels more risky in that it moves the team into untested, uncharted territory...but it delivers new, often better, results.

That which is different in your business as a result of your presence is the value of Adaptive Leadership.

This program focuses not just on the technical, operational proficiencies that make good managers, but on the connective, developmental, and adaptive skills that build great Coaches. It focuses not just on the systems that deliver predictable service outcomes, but on Adaptive Leadership approaches that allow teams to evolve, improve, and craft unique, intricately customized Customer Experiences.

Tim will discuss how to turn good 'technical' Managers into highly effective Adaptive Leaders and Coaches. He delivers immediately useable 'next steps' for attendees regarding:

- *How to use disruption as a tool for positive change*
- *How to hold teams in the area between chaos and complacency where improvement happens*
- *How to use a "Now, Next, & Beyond" mindset to not only handle difficulties, but to learn every lesson possible from them and sustainably incorporate those lessons into your culture.*