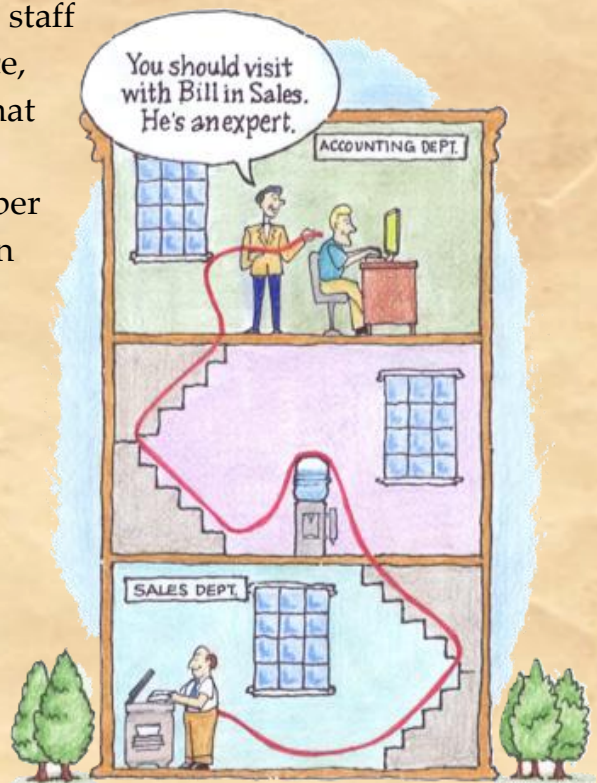


LINKAGE

One of the functions of leadership is to “link” an employee who has a need to a second employee who possesses the knowledge or skills to assist him or her. For example, if a leader becomes aware that a member of the staff is having a problem with parenting or a tough college class they are taking, the leader may offer to introduce the employee to another member of the staff who has great parenting skills or considerable expertise in the area being covered in the course. The MindSet label for this process is called “linkage.”

Linkage serves more than one purpose. First, it is consistent with the goal of helping staff members to become more successful in life. Second, it sends a strong and positive message to the staff member who is asked to serve as a resource, i.e., they are almost certain to be pleased that a leader within their company recognized that they could be of help to another member of the staff. Finally, the linkage process can serve to create friendships and bonds between two employees who might otherwise not have had the opportunity to meet.

Of course, to use the linkage process effectively, leaders must be aware of the background, strengths, personality characteristics, and knowledge base of employees throughout the company.



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