

**Following the Pied Piper:  
The Jam Band Theory  
of Leadership**

**GILLESPIE**

DENTAL ASSOCIATES

— est. 1993 —

# whom am I TO TALK ABOUT LEADERSHIP?

- BA, Chemistry, WCU
- DMD, UAB School of Dentistry
- MBA, NC State
- 28 Years in Practice
- Sole Owner, Manage Staff of 18
- \$3.8M in Annual Revenues



# whom am i to talk about Leadership?



# Following the Pied Piper

In the context of our lecture today, let me first define what a “Pied Piper” is and isn’t:

- ~~1. One that offers strong but delusive enticement~~
- ~~2. A leader who makes irresponsible promises~~
3. A charismatic person who attracts followers



# Following the piper

You may not consider yourself charismatic, but anyone who has followers is a leader, and *THAT IS YOU!*

## *LEADERSHIP OR FOLLOWERSHIP?*

In your business, rather than relying on leadership, wouldn't it be great if you could rely more on "followership"? What if you didn't have to tell everyone exactly what you wanted them to do all the time? And wouldn't it be nice if a lot of problems just vanished into thin air?



# Following the Pied Piper

We tend to use military and sports terms in business, terms that relate to competition—someone wins, someone loses.

*COMPETITION OR COLLABORATION?*

What if we viewed business through the lens of collaboration, where no one loses and everyone wins?



# Following the piper

If we shift our focus to the relentless pursuit of excellence as opposed to being number one in the ratings or beating the other guy, our perspective and joy in work improves dramatically.

You can have this type of environment in your organization, you just need to start a jam band first.

*I'M HERE TODAY TO SHOW YOU HOW!*



# **Following the Pied Piper**

**First, Some Underlying Principles of the Jam Band Theory of Leadership:**

- **You Have More Influence Than You Think**
- **Happy Staff are Productive Staff**
- **We're Made to Jam**
- **Each of Us Has an Inner Musician**



# Following the Pied Piper

**You Have More Influence Than You Think.** An employee's relationship with their boss is the biggest determinant of their job satisfaction.

*“When it comes to employee happiness, bosses and supervisors play a bigger role than one might guess. Relationships with management are the top factor in employees’ job satisfaction, which in turn is the second most important determinant of employees’ overall well-being. According to our analysis, only mental health is more important for overall life satisfaction.”<sup>1</sup>*

# Following the Pied Piper

*“Work groups whose members are positively engaged have higher levels of productivity and profitability, better safety and attendance records, and higher levels of retention. Not surprisingly, they are more effective at engaging the customers they serve.”<sup>1</sup>*

**Happy Staff Are Productive Staff.** Not only will they work harder, they will also provide better customer service—things become so much easier when your employees *WANT* to take care of your customers.



# what's a Jam Band?

A jam band is a rock band that plays music characterized by long improvisational passages—“jams”—over rhythmic grooves and chord patterns. And yes, we're also talking about jazz.



# What's a Jam Band?



# what's a Jam Band?



# whom am i to talk about jam bands?



# whom am i to talk about jam bands?



# **we're made to Jam!**

*“Humans have an almost unstoppable propensity to clump ourselves together into groups. We tend to understand this rationally and in flattering terms: It’s our capacity to form a community and feel invested in that community that allows us to work cooperatively and succeed.*

*We tell ourselves that we choose to identify with a particular group because that group is meaningful, productive and right. But fundamentally, banding together may be more of a compulsion than a strategy. There’s something intoxicating about solidarity itself.”<sup>2</sup>*

# **we're made to Jam!**

So, as social animals, we're made to jam! There is energy—*resonance*—created by people being together—a group dynamic naturally develops no matter if it is a friend group, committee, workplace or band. Whether we are aware of it or not, we are already making music in our workplaces, which makes us all unintentional musicians.

***WHAT HAPPENS WHEN WE ALL ENGAGE OUR INNER MUSICIAN?***



# The Jam Band Theory of Leadership

**Goes Like This:** Beautiful music can be made with seemingly disparate instruments, and if you let a particular instrument **BE** that instrument, it will seek harmony—*symphony*—with the other instruments in the band and create something interesting, unique, and even transcendent.



# The Jam Band Theory of Leadership

## Know What Develops in a Jam Band?

- Trust in your organization and fellow employees
- The feeling of being something bigger than yourself, seeing something different in themselves
- A sense of self expression—being who you be
- A sense of fun and play in work
- Your employees become force multipliers

*Own that and become more intentional by figuring out which instrument you play, then figure it out for everyone else.*



# The Jam Band Theory of Leadership

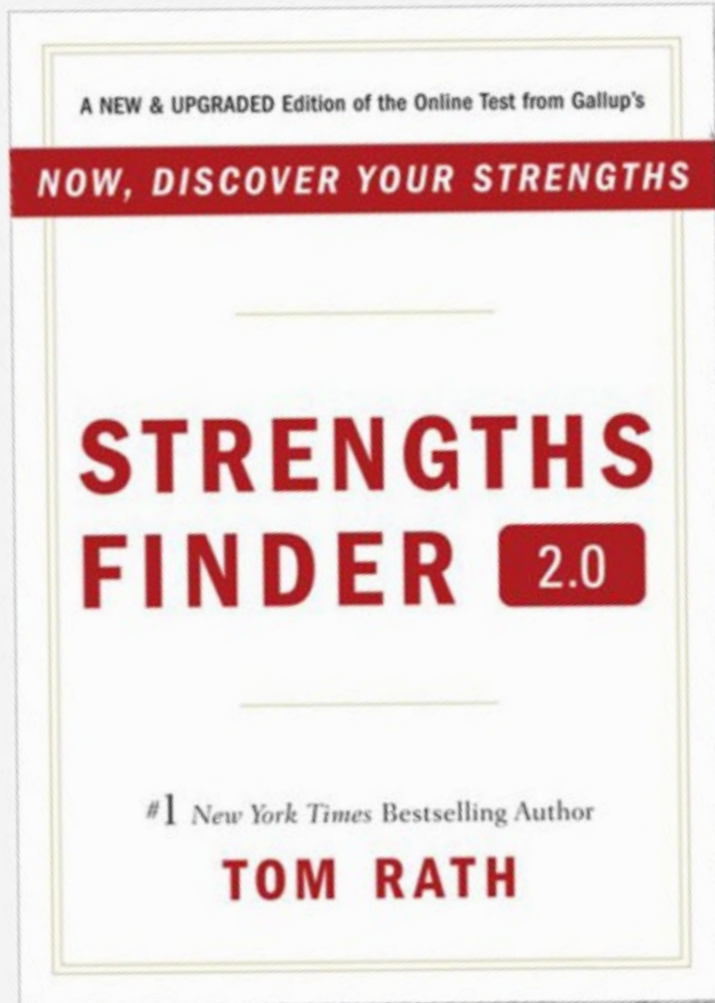


**which instrument do you play?**

***LET'S FIND OUT!***



# which instrument do you play?



# which instrument do you play?

## 4 DOMAINS OF TEAM STRENGTHS

<b>EXECUTING</b> 执行力	<b>INFLUENCING</b> 影响力	<b>RELATIONSHIP BUILDING</b> 关系建立	<b>STRATEGIC THINKING</b> 战略思维
People with dominant Executing themes know how to <b>make things happen</b> .	People with dominant Influencing themes know <b>how to take charge, speak up, and make sure the team is heard</b> .	People with dominant Relationship Building themes have the ability to build strong relationships that can <b>hold a team together and make the team greater than the sum of its parts</b> .	People with dominant Strategic Thinking themes help teams consider what could be. <b>They absorb and analyze information that can inform better decisions</b> .
Achiever Arranger Belief Consistency Deliberative Discipline Focus Responsibility Restorative	Activator Command Communication Competition Maximizer Self-Assurance Significance Woo	Adaptability Connectedness Developer Empathy Harmony Includer Individualization Positivity Relator	Analytical Context Futuristic Ideation Input Intellection Learner Strategic

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Timothy Gillespie

## Strengths Insight Guide

SURVEY COMPLETION DATE: 06-17-2015



DON CLIFTON  
Father of Strengths Psychology  
Inventor of CliftonStrengths

9520732 (Timothy Gillespie)  
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# Timothy Gillespie

SURVEY COMPLETION DATE: 06-17-2015

Depending on the order of your themes and how you responded, you may share identical insight statements. If this occurs, the lower ranked statements to avoid duplication on your report.

## Your Top 5 Themes

1. Maximizer
2. Intellection
3. Input
4. Futuristic
5. Learner

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## Maximizer

### SHARED THEME DESCRIPTION

People who are especially talented in the Maximizer theme focus on strengths as a way to stimulate personal and group excellence. They seek to transform something strong into something superb.

### YOUR PERSONALIZED STRENGTHS INSIGHTS

#### What makes you stand out?

By nature, you are likely to do your best work when someone truly recognizes your strengths. You want to be appreciated for the talents you own, the skills you possess, and the knowledge you have acquired. Chances are good that you naturally figure out what makes most people unique or special. Because of your strengths, you know you can simultaneously handle numerous assignments. You probably do better work when you have multiple tasks to perform. Being ordered to give all your mental and physical energy to a single activity day after day can erode the quality of your results. Maybe it saps your enthusiasm for what you are doing. It's very likely that you may be happier with your life when you pause to savor your accomplishments at the moment they occur. Immediately celebrating a success sometimes means more to you than waiting days, weeks, or even months for a formal awards celebration. Driven by your talents, you might spend more time thinking about your talents than about your shortcomings. Sometimes you give a lot of thought to your limitations when you meet with failure or defeat. Rather than try to be someone you are not, you sometimes partner with individuals who possess talents you lack, and return the favor by sharing your own talents.

#### Questions

1. As you read your personalized strengths insights, what words, phrases, or lines stand out to you?
2. Out of all the talents in this insight, what would you like for others to see most in you?

# which instrument do you play?

Here's my instrument:

1. *Maximizer*—seeks to transform something strong into something superb
2. *Intellection*—introspective; appreciates intellectual discussions
3. *Input*—has a craving to know more
4. *Futuristic*—inspired by the future and what could be
5. *Learner*—great desire to learn and continuously improve





# making your own music

**First Step:** Discover what instrument *YOU* play! Take the Clifton StrengthsFinder test, then practice, practice, practice your instrument.

**Second Step:** Using the test, find out which instrument others on your team play, and look for opportunities to let them play it. Watch out, as this will happen quickly!

(We find what we're looking for.)



# making your own music

**Third Step:** Delegate, delegate, delegate.  
By doing so, each member of your team gets to practice their instrument.

As this happens, the music begins to develop. You're the piper, so guide the tune, but don't stop them from playing!



# making your own music

**Fourth Step:** Gauge your success. What's changing? Questions to ask yourself:

- Does your team solve small problems on their own before they become bigger problems? If so, ***you might have a jam band.***
- When you say you need help, do several people put a hand up to volunteer without you specifically asking them? If so, ***you might have a jam band.***
- Do people bring you suggestions and new ideas without prompting? If so, ***you might have a jam band.***



# **making your own music**

**Fifth and Final Step: Practice, practice, practice!**

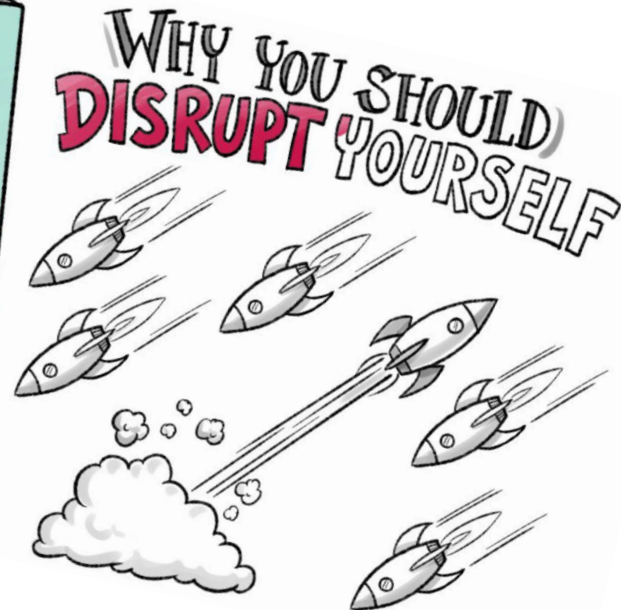
**AND JAM—THAT'S WHERE THE FUN LIVES!**



# A PARTING QUESTION...

What do you do when people get tired of playing the same song?

*Ask me back and  
I'll tell you!*



# influences

<sup>1</sup>Allas, T., & Schaninger, B. (2021, May 7). *The boss factor: Making the world a better place through workplace relationships*. McKinsey & Company.

<https://www.mckinsey.com/business-functions/people-and-organizational-performance/our-insights/the-boss-factor-making-the-world-a-better-place-through-workplace-relationships>

<sup>2</sup>Times, T. N. Y. (2021, December 27). *Opinion | 2021: Covid, Wokeness and Other Debates That Defined the Year*. The New York Times.

<https://www.nytimes.com/interactive/2021/12/21/opinion/2021-essays-opinion.html>

<sup>3</sup><https://www.gallup.com/cliftonstrengths/en/252137/home.aspx>

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