



The purpose of this Book Club Guide is to create a framework for collaborative conversations for leadership teams to connect, build strong relationships, and stay aligned for their organizations. These prompts will guide thoughts, which inspire actions that over time will define the leadership brand for leaders, leadership teams, and organizations.

Leading with Hospitality is to connect with people on a human level so that we can take our teams to the next level. People on your team and in your life need encouragement, inspiration, and hope for a brighter tomorrow.

Something magical happens when leaders challenge themselves to embrace change with simple, yet profound mindset shifts along the way. Take your time and think about each of these prompts and action steps as a team. Make notes and commitments, and as you bring each action item to life, you'll experience the magic of Leading with Hospitality.

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“Lead with Hospitality”!



FOREWORD BY JON GORDON  
Bestselling author of *The Power of Positive Leadership*

# Lead with Hospitality

Be Human.  
Emotionally Connect.  
Serve Selflessly.

Taylor Scott



# LEADING WITH HOSPITALITY

## 12 GUIDING PRINCIPLES



# 1

## BE A CONNECTOR

Connecting people on our teams with each other begins with us. Connect with each member of your team by scheduling weekly one-on-one meetings.

# 2

## BE CLEAR

Connect teams and individual team members to each other in productive and regularly scheduled Team Meetings and Briefings to establish who will do what by when.

# 3

## BE EMOTIONALLY CONNECTED

Connect your team emotionally to our shared purpose, values, and vision. We're all in this together, and everyone has a role in bringing the vision to life.

# 4

## BE ACCEPTING

Accept yourself for who you are, accept others for who they are as opposed to what they accomplish, and accept organizational realities.

# 5

## BE EMPATHETIC

Listen with empathy, always seeking to understand what others think and feel about certain situations.

# 6

## BE A LEADER

L.E.A.D. through change. Lean into leadership as a service to those on your teams as you LISTEN, EDUCATE, ACT, and DELIVER.



# LEADING WITH HOSPITALITY

## 12 GUIDING PRINCIPLES



CHAPTER 6

7

### BE KIND AND GiVE

Be Kind. GiVE your time. GiVE your talent. GiVE your heart to those you lead.

CHAPTER 7

8

### BE PURPOSE DRIVEN

Make sure everyone feels SEEN, HEARD, VALUED, and RESPECTED. Help others discover their own personal purpose and connect each person's individual role to our overarching Shared Purpose.

CHAPTER 8

9

### BE AN EMOTIONAL ENCOURAGER

Be an encourager. Sawubona means "I see you", in the Zulu culture. Recognize peoples' talents and uniqueness by reminding them of how far we've come together, and by providing them assistance where and when they need it as we move forward, united rather than divided.

CHAPTER 9

10

### BE GRACEFUL

Extend Grace. Ask for and be open to receiving grace. Simply be graceful with your words and actions which will inspire others to lean in, step up, and perform at their best.

CHAPTER 10

11

### BE THE G.U.I.D.E.

Be the G.U.I.D.E. in their story. Guests, Customers, and Clients are Heroes in our story. They don't need another hero, but they will appreciate us being their G.U.I.D.E. Model what it looks like to be a "Guide", with your team, and they'll do so for our Guests. **G**reet and welcome everyone. Seek to **u**nderstand their situation. **I**nform them by sharing your knowledge. **D**eliver your magic. **E**levate their experience every chance you get.

CHAPTER 11

12

### BE A STORYTELLER

Make storytelling a part of your leadership brand and team culture. Share stories of lessons learned, invite others to share their stories; and create memorable experiences to inspire employees to do more, become more, and deliver more and more for our customers. We're a force for GOOD.

# CONNECT: Be a Connector

Do you have one-on-one meetings scheduled, on the calendar, with each member of your team? Write out each team member's name and what day and time you'll meet with them each week. Schedule this recurring meetings.

## CHAPTER 1 - PRINCIPLE 1



## CONNECT: Be Clear

Do you have team meetings regularly scheduled on the calendar? Outline what day and time you'll meet with your team each week, bi-weekly, or monthly. Schedule these recurring meetings. Complete this for each team you lead. Establish who will do what by when.

## CHAPTER 1 - PRINCIPLE 2

# CONNECT: Be Emotionally Connected

List your ideas for how you'll be intentional about connecting each of your team members to our brand, mission, and cause:

## CHAPTER 1 - PRINCIPLE 3



## SELF-MASTERY: Be Accepting

List your strengths and special talents which make you, you:

## CHAPTER 2 - PRINCIPLE 4

# SELF-MASTERY: Be Accepting

List the positive attributes and strengths of at least three people on your team – employees, peers, or even your own leaders:

## CHAPTER 2 - PRINCIPLE 4



# SELF-MASTERY: Be Accepting

List three organizational realities which you cannot change. Under each of them, list one thing you CAN change, and let those things become your focus:

## CHAPTER 2 - PRINCIPLE 4

# SELF-MASTERY: Be Empathetic

List the names of at least three people on your team – employees, peers, or leaders – and next to their names, write how you perceive they're feeling right now and how you'll modify or adapt the delivery of your message accordingly:

## CHAPTER 3 - PRINCIPLE 5



## SERVE: Be a LEADer

I commit to listening more empathetically to the following people:

## CHAPTER 4 AND 5 - PRINCIPLE 6

# SERVE: Be a LEADer

The following people need more education or training from me:

## CHAPTER 4 AND 5 - PRINCIPLE 6



# SERVE: Be a LEADer

I will stay active and accountable to my team in the following ways:

## CHAPTER 4 AND 5 - PRINCIPLE 6

# SERVE: Be a LEADer

I will deliver these promises to my team on a consistent basis:

## CHAPTER 4 AND 5 - PRINCIPLE 6



## ENGAGE: Be Kind and GiVE

How will you GiVE your time to your team?

## CHAPTER 6 - PRINCIPLE 7

# ENGAGE: Be Kind and GiVE

How will you GiVE your talent to your team?

## CHAPTER 6 - PRINCIPLE 7



# ENGAGE: Be Kind and GiVE

How will you GiVE your heart to your team?

## CHAPTER 6 - PRINCIPLE 7

# ENGAGE: Be Purpose Driven

What breaks my heart?

## CHAPTER 7 - PRINCIPLE 8



# ENGAGE: Be Purpose Driven

What do I love to do that I do better than most?

## CHAPTER 7 - PRINCIPLE 8

# ENGAGE: Be Purpose Driven

Who do I want to help?

## CHAPTER 7 - PRINCIPLE 8



## ENGAGE: Be Purpose Driven

Fill in the following purpose statement:  
My purpose is to give \_\_\_\_\_ to help \_\_\_\_\_ accomplish \_\_\_\_\_.

## CHAPTER 7 - PRINCIPLE 8

# ENGAGE: Be an Emotional Encourager

Whom on your team deserves to be recognized? What can you remind them about their past accomplishments which will encourage them today?

How can you offer your assistance to members of your team to encourage them with a boost of positive energy?

## CHAPTER 8 - PRINCIPLE 9



## COACH: Be Graceful

In what areas of your life and work could you extend a little more grace to others? In what areas of your life or career do you have an opportunity to ask for a little more grace from others?

## CHAPTER 8 - PRINCIPLE 9

# COACH: Be Graceful

How can you be more graceful with your words or actions to create a more positive environment for your team to perform at their best?

## CHAPTER 9 - PRINCIPLE 10



## COACH: Be the G.U.I.D.E.

Is your vision clear for where you're taking your team? Whom on your team needs help crafting two to three SMART Goals (Specific. Measurable. Achievable. Relevant. Time Bound.) for their work?

What action steps and commitments would you like to see your team take in order to achieve those SMART Goals?

## CHAPTER 10 - PRINCIPLE 11

# INSPIRE: Be a Storyteller

What stories will you share with your team of lessons learned or how you've been inspired in the past?

## CHAPTER 11 - PRINCIPLE 12



# INSPIRE: Be a Storyteller

How can you make the work experience more memorable and motivating for each member of your team?

## CHAPTER 11 - PRINCIPLE 12