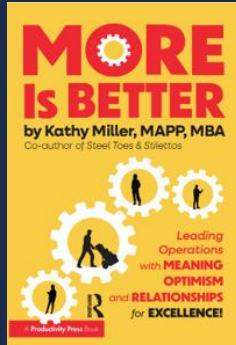


LEADERSHIP QUICK
REFERENCE



MORE Is Better

Leading Operations with Meaning, Optimism, and Relationships for Excellence

Do a Little MORE Today

One action per chapter — so you can find your tips fast and act with intention.

● **Frontline Leader**
Supervisors & Team Leads

KATHY MILLER, MAPP, MBA · ©2025

LEADERSHIP LEVEL ONE

Frontline Leader

Direct, in-the-moment actions with your team —

conversations, observations, and moments of connection in the daily flow of work.

15 Actions Across 15 Chapters

PART II

Meaningful Work

CHAPTER 3

Meaningful Work: Meaningful Life

Ask a team member, "What part of your job do you find most meaningful?" and find a way to reinforce that.

CHAPTER 4

Personal Drivers of Purpose and Impact

Have a quick 1:1 conversation with a team member about what motivates them at work.

CHAPTER 5

The Why and the How of an Organizational Imperative

Share a success story about how a small change in a work process led to big improvements.

CHAPTER 6

Lean and Meaningful

Identify one small form of waste in the process and ask your team for ideas to eliminate it.

CHAPTER 7

Preserving Purpose in the Digital Shift

Share an example of how automation is helping with a task and did not replace a team member.

PART III

Optimism

CHAPTER 8
**Turning Challenges
into Opportunities**

If/when a problem arises, ask, "What's one thing we can do differently next time?" instead of assigning blame.

CHAPTER 9
**A Catalyst for
Operational
Excellence**

Observe a routine task and ask, "Is there a small tweak that could make this easier or more efficient?"

CHAPTER 10
**Fueling Grit, Goals,
and Growth**

Share a personal story of overcoming a work-related challenge to inspire perseverance.

PART IV

Positive Workplace Relationships

CHAPTER 11
**High-Quality
Connections**

Make eye contact and greet each team member by name at the start of the shift.

CHAPTER 12
**Compassion:
Balancing
Accountability with
Authentic Care**

Take a few moments to check in on a team member who may seem disengaged or stressed.

CHAPTER 13
**Psychological
Safety: Breaking the
Cycle of Fear and
Dysfunction**

Model vulnerability by sharing a small mistake you made and what you learned from it.

CHAPTER 14
**Workplace
Dynamics: The
Influence of Leaders
and Peers**

Challenge your team to share a piece of positive feedback with another member of the team sometime over the next week.

Transformational Leadership

CHAPTER 15

What's in a Norm?

Identify and reinforce one positive workplace norm.

CHAPTER 16

Norms Fostering Manufacturing Excellence

Pick one key workplace norm (e.g., safety, teamwork, quality) and recognize a team member who exemplifies it during a shift meeting.

CHAPTER 17

The Who and How of Successful Norm- Shifting

Identify a small but meaningful workplace habit that needs improvement (e.g., shift changeovers, tool organization, safety checks). Work with the team to make a simple adjustment and reinforce the new norm daily.

Stay in touch with Kathy:

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Try the MORE Mentor:

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