



# Perfecting Positive Leadership for Positive Performance

**Stephen Barth**  
Attorney, Professor, Founder HospitalityLawyer.com



# Stephen Barth

- Attorney & Mediator
- Professor, Conrad Hilton College of Hotel & Restaurant Management-University of Houston
- Founder, HospitalityLawyer.com








@StephenBarth  
@EmotionalEnergy








© 2012 Stephen Barth, P.C.



Notice:

The information contained in this presentation or the HospitalityLawyer.com website is provided as a service to the hospitality industry and the general internet community. It is not and does not constitute legal advice. We, of course, attempt to provide quality information, but we cannot make claims, promises, or guarantees about the accuracy, thoroughness, or adequacy of the information and resources contained in this presentation and/or linked to this website. Accordingly, the content provided in this presentation or on the web site is general information and does not constitute legal advice. Finally, your review and/or use of this information and/or sending email or receiving an email from HospitalityLawyer.com or a content provider does not form an attorney/client relationship. As the law changes from state to state and locale to locale and its applicability varies depending on the specific fact situation; it is the best practice to contact local legal counsel for guidance in legal matters.

© 2012 Stephen Barth, P.C.



# -TEAM-





© 2012 Stephen Barth, P.C.



# Engaged, Productive & Committed

HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL  
HOSPITALITY LAW  
CONFERENCE  
November 15-16, 2012 - Las Vegas, NV

emotional  
energy

© 2012 Stephen Barth, P.C.



- Direction
- Communication
- Trust
- Accountability

Source: The Carrot Principle

HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL  
HOSPITALITY LAW  
CONFERENCE  
November 15-16, 2012 - Las Vegas, NV

emotional  
energy

© 2012 Stephen Barth, P.C.



# Praise & Recognition

The Accelerant!

Source: The Carrot Principle

HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL  
HOSPITALITY LAW  
CONFERENCE  
November 15-16, 2012 - Las Vegas, NV

emotional  
energy

© 2012 Stephen Barth, P.C.



< Emotional Intelligence = < Praise & Recognition  
< Praise & Recognition = < Return on Investment  
-thus-  
< Emotional Intelligence = < ROI

HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL  
HOSPITALITY LAW  
CONFERENCE  
November 15-16, 2012 - Las Vegas, NV

emotional  
energy

© 2012 Stephen Barth, P.C.



## Positive Leadership for Positive Performance

Meet the fundamental needs of your employees

(for example, accurate and timely paychecks and work schedule in advance)



## Positive Leadership for Positive Performance

Do you want to know how your employees are treating your customers?



## Positive Leadership for Positive Performance

Establish direction by creating a mission statement for the general business and each department.



## Positive Leadership for Positive Performance

Learn to Teach  
- Teachers create problem solvers by encouraging people to think.



Positive Leadership for Positive Performance

---

Remember that mistakes are teaching opportunities.



   © 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

---

Coach

- Find your employees doing things right and tell them about it.



   © 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

---

“Please,” and “Thank You” are free motivators.



   © 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

---

Listen Empathetically.



   © 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

Learn to disagree without behaving disagreeably.



HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL HOSPITALITY LAW CONFERENCE  
THE WORLD'S PREMIER HOSPITALITY & TOURISM CONFERENCE

emotional energy  
© 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

Successful Relationships have the ability to resolve conflicts peacefully.



HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL HOSPITALITY LAW CONFERENCE  
THE WORLD'S PREMIER HOSPITALITY & TOURISM CONFERENCE

emotional energy  
© 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

Recognize and apologize for your mistakes.



HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL HOSPITALITY LAW CONFERENCE  
THE WORLD'S PREMIER HOSPITALITY & TOURISM CONFERENCE

emotional energy  
© 2012 Stephen Barth, P.C.

Positive Leadership for Positive Performance

Always remember you are on a TEAM.



HL HospitalityLawyer.com  
Worldwide legal, safety, and security solutions

THE TENTH ANNUAL HOSPITALITY LAW CONFERENCE  
THE WORLD'S PREMIER HOSPITALITY & TOURISM CONFERENCE

emotional energy  
© 2012 Stephen Barth, P.C.

**-SIMPLE-**

HospitalityLawyer.com  
 Worldwide legal, safety, and security solutions

THE TENTH ANNUAL  
**HOSPITALITY LAW CONFERENCE**  
THE HOSPITALITY INDUSTRY'S PREMIER LEGAL CONFERENCE

emotional energy  
© 2012 Stephen Barth, P.C.

Sign Up and Receive the  
**Emotional Energy Tip of the Week**  
 Visit: [StephenBarth.com](http://StephenBarth.com)  
 or  
 Scan Below with your Smartphone

**LinkedIn** @StephenBarth  
 @EmotionalEnergy

HospitalityLawyer.com CONRAD N. HILTON COLLEGE  
Stephen Barth ©2020

Notice:

The information contained in this presentation or the HospitalityLawyer.com website is provided as a service to the hospitality industry and the general internet community. It is not and does not constitute legal advice. We, of course, attempt to provide quality information, but we cannot make claims, promises, or guarantees about the accuracy, thoroughness, or adequacy of the information and resources contained in this presentation and/or linked to this website. Accordingly, the content provided in this presentation or on the web site is general information and does not constitute legal advice. Finally, your review and/or use of this information and/or sending email or receiving an email from HospitalityLawyer.com or a content provider does not form an attorney/client relationship. As the law changes from state to state and locale to locale and its applicability varies depending on the specific fact situation, it is the best practice to contact local legal counsel for guidance in legal matters.

HospitalityLawyer.com  
 Worldwide legal, safety, and security solutions

THE TENTH ANNUAL  
**HOSPITALITY LAW CONFERENCE**  
THE HOSPITALITY INDUSTRY'S PREMIER LEGAL CONFERENCE

emotional energy  
© 2012 Stephen Barth, P.C.