



VALUES BASED LEADERSHIP WORKING GROUP MEETING

Date: Wednesday July 29, 2015; 11:30AM – 1:00PM
Location: Ten at the Top/Upstate Alliance Office
124 Verdae Blvd, Suite 202
Greenville, SC 29607

Topic and Focus

Topic: "Managing Mistakes II: external mistakes & transparency with customers"

Format: Facilitated conversation. We want everyone to be part of the conversation.... So, please join in by, for example, sharing examples from your experience.

Agenda "Working Lunch"

Welcome and Introductions

Dr. Daniel Wueste, Director
*Rutland Institute for Ethics
Clemson University*

Robert J. Rutland Institute for Ethics: Values Based Leadership

Dr. Wueste

Facilitated Conversation

Everyone

Leaders may face a significant challenge when people in their organization make mistakes. The situation may be very complicated. After all, such mistakes come in all shapes and sizes, and the "fallout," which also comes in various forms, may be either internal or external, or both. At our last meeting we focused on "internal" mistakes and the challenges they create within an organization, for example, fairness in dealing with the employees responsible for them and developing policies not only to deal with mistakes but to make them less likely to occur. *This time we'll focus on "external" mistakes and the challenges they create, for example, in maintaining good relationships with customers and suppliers.*

Summative Discussion

Dean Hybl, Executive Director
Ten at the Top

- Summarizing key points in the conversation
- The Big[ger] picture.....

Next Steps

Suggest and discuss topics desired for upcoming sessions.

Everyone

Adjourn