



The Carden Group / IDOC *Ambassadors*

Ambassador Characteristics, Roles & Responsibilities



Leading From
Within

An Ambassador Is Someone Who Displays The Following Characteristics:

- Authentic optimism for LEADING FROM WITHIN.
 - Creative and can think outside the box.
 - Has courage to step outside their comfort zone.
 - Shows enthusiasm when trying new initiatives.
 - Open-minded when trying new initiatives.
 - Has compassion for team members.
 - Is ambitious to get the job done.
 - Respectful towards other points of view.
 - Can communicate well with all team members.
 - Is flexible in times of change.
 - Supportive of all LEADING FROM WITHIN activities.
 - Is dependable and follows through on team goals.
 - Is goal-oriented and is continuously building and improving knowledge and skills to mentor and coach others.
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"The single biggest way to impact an organization is to focus on leadership development. There is almost no limit to the potential of an organization that recruits good people, raises them up as leaders, and continually develops them."

--John Maxwell

Ambassador Roles And Responsibilities

ROLE: Ambassadors are LEADING FROM WITHIN subject matter experts on a local level and are willing to work with other ambassadors to create best practices when driving and sustaining LEADING FROM WITHIN within IDOC.

- Help facilitate workshops and refreshers, which includes all aspects of a workshop, the planning, preparation, practice, advertising, execution, and follow-up.
- Conduct, or participate in, leadership walks to actively listen, de-escalate concerns, and show appreciation.
- Become a subject matter expert in all LEADING FROM WITHIN skills and concepts.
- Meet with the admin team to discuss the workplace culture and develop plans to increase trust, rapport, and respect throughout your worksite location.
- Meet with your LEADING FROM WITHIN team monthly/quarterly to share ideas and distribute activities amongst the team.
- Support other LEADING FROM WITHIN team members and their efforts by attending and participating in monthly/quarterly calls to discuss the worksite's progress with LEADING FROM WITHIN.
 - All LEADING FROM WITHIN team members (ambassadors) will be invited to join the call; however, each individual worksite will select one spokesperson to share the successes, challenges, and other information during the call. This spokesperson must be familiar with all the activities happening within their worksite.
- Schedule and meet with the LEADING FROM WITHIN Team (To be determined) for ongoing coaching to increase skills and workshop presentations.
- Participate in skill building activities, known as skill-ups, to learn and grow your skills.
- Be available for local leaders to help them leverage LEADING FROM WITHIN in their daily role and activities (peer-to-peer).

- Proactively leverage all available resources to support LEADING FROM WITHIN and work together.
- Identify needs/opportunities within the worksite to work with teams/individuals on specific aspects of the LEADING FROM WITHIN skills and then communicate those needs to the LEADING FROM WITHIN Team if needed.
- Submit best practices to the LEADING FROM WITHIN Team to be added to the resources.
- Maintain a personal development plan to continuously build and refine your own skills around LEADING FROM WITHIN, increasing your ability to teach and mentor others.