

Lollipop Moments in Leadership



PHI LAMBDA SIGMA
PHARMACY LEADERSHIP SOCIETY

Exercise Requirements

Time: 45-60 minutes

Audience Size: Variable, depending on supplies & room capacity. Room structure should preferably allow grouping into smaller clusters (approx. 8).

Supplies:

- Technology to show a Video clip
- Index cards and tape, or sticky notes
- Blank wall, or boxes/baskets for notes
- Large signs labeled B, D and A
- Enough lollipops to go around

Introduction

This is a reflective exercise designed for discovery of the leadership skills that lay unrealized or unexplored. Surprising lessons may emerge from this exercise as it gives one insight on character, personal development and growth.

The Exercise in Five Steps

- STEP 1. Introduce the topic**
- STEP 2. Lollipop Moment Challenge**
- STEP 3. Examine Your Moments**
- STEP 4. Distribute Lollipops**
- STEP 5. Open Discussion**

STEP 1: Introduce the topic by posing a question to the audience (10 minutes)

“What is a Lollipop Moment, or has anyone heard of a Lollipop Moment before?”



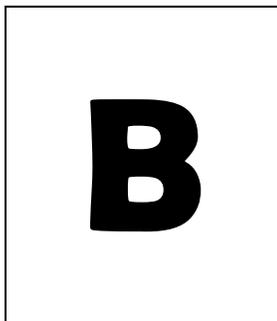
TIP: Depending upon audience, consider describing the concept of “TED talks” before watching video

- Show the TEDx Video (6 mins), available at http://www.ted.com/talks/drew_dudley_everyday_leadership.html
- Allow for some discussion within the group. Invite a few to share general observations.
 - What were their impressions?
 - Have they experienced a similar moment when someone’s comments or encouragement made a profound difference in their lives?

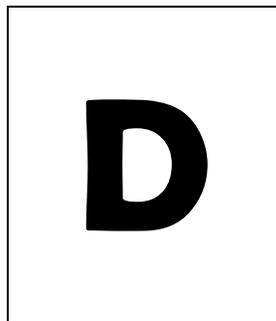
STEP 2: The Lollipop Moment Challenge (15 minutes)

- Break the audience into groups of about 8.
- Provide index cards or broad sticky notes to all participants. (If using index cards, provide one roll of tape per group.)
- Remind all of the definition of the “Lollipop Moment” (see inset at right)
- Place 3 labels on an open wall in the room, each with one of the letters: **B, D and A**. Space them sufficiently to allow clusters of index cards to be taped beneath each letter. (If walls will not permit, label boxes or baskets placed at the front or back of the room.)

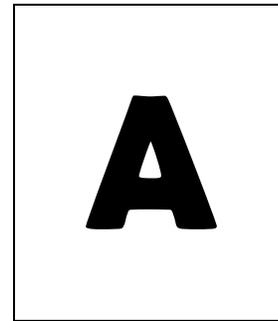
“Lollipop Moment” =
“a moment when someone said or did something that you feel made your life fundamentally better, OR when something that you said or did made someone else feel fundamentally better”



“Born”



Developed



Adopted

- Instruct all to reflect individually and use the cards to write leadership lollipop moments from their own experiences. (Text needn’t be expansive, and “moments” needn’t be limited to a single example. But additional examples need to be placed on additional cards.)
- Remind participants that their responses may be shared, and they should not use proper names if they are worried about being identified.

STEP 3: Examine the Lollipop Moments (10 minutes)

“Born” = innate traits (such as “presence”), perhaps even physical ones (such as height), that encourage others to follow

Developed = leadership skills are grown over time, whether intentionally or unintentionally, and whether formally through study or informally through practice

Adopted = leadership behaviors are adopted, such as from a mentor, to meet needs in certain situations

- Encourage sharing within the small groups. Ask them to decide if the moments describe leaders who are “born,” developed, or adopted (B,D,A).
- Provide a 2-minute warning before you call time, at which point you should instruct participants to affix their index cards to the appropriate labels on the wall (or boxes/baskets).



- Notice how the lollipop moments tally for each category.
 - Are more leaders “Born?”
 - Are more “Developed” over time?
 - Do more “Adopt” leadership skills?

STEP 4: Distribute Lollipops! (3 minutes)

- All have earned their reward! Pass lollipops in bags or baskets so that all who wish to may partake, to fuel Step 5.



- Use this distribution time (2-3 mins) to quickly review the examples written by the audience, and select some to share aloud. Try to select at least one from each category (B, D, and A).

STEP 5: Open Discussion (15 minutes or more)

- Share some of the selected examples with the audience.
- Ask some questions to prompt further discussion on the selected examples, or on the topic of “everyday leadership” in general. Examples follow:
 - “In your experience, are more leadership skills more typically innate (born), developed, or adopted?” (Be aware that the idea of whether leaders are “born or made” has been extensively argued both ways by experts.)
 - “Is leadership a trait, a skill, or a behavior?”
 - “What are some of the ways in which pharmacists may be called to lead?”

Acknowledgements

This leadership exercise originated with the Phi Lambda Sigma executive officers in September 2012. A drafted description of the exercise was authored by Mumba Mushili for Phi Lambda Sigma, November 2012, and was edited and enhanced by the executive team in January 2013.

APPENDIX

EXAMPLES OF LOLLIPOP MOMENTS

Some examples may need to be shared at the outset of STEP 2, if your audience has difficulty grasping the task.

1. Each time I am working in a group and we're given a task, all my peers would volunteer me as their leader. I personally think I am not 'leadership material' but it never fails that everywhere I go people select me. I have embraced it and now volunteer myself all the time. **(Born)**
2. When I was 16, my middle school teacher told my parents that my public speaking skills were awful and most likely would never improve. This was very discouraging as you can imagine; but with time I snapped out of it, and with my parents' help and encouragement I was determined to turn my situation around and prove my teacher wrong. I started to push myself, read lot of books and newspapers, and participated in every public speaking opportunity I got. Later, I entered several competitions, and with several failures and disappointments behind me, I ended up representing the school nationally on my 5th trial at a competition. **(Developed)**
3. I used to get really defensive in club meetings whenever anyone criticized my ideas. I noticed our club's advisor would remain calm and ask probing questions when there was conflict, and this would guide us toward consensus. I started trying to use that technique and it really worked! **(Adopted)**

QUOTATIONS AS POSSIBLE DISCUSSION PROMPTS

"Leadership isn't something bigger than us. Instead, it's a series of 'lollipop moments' - those moments that change lives when we're not even paying attention." --TEDx Video.

"We should view leadership as one of several characteristics and skill sets that may be further developed by education and practice. We as management educators may spur, promote, cultivate, and develop a person's commitments to leadership as a learner, but it is unlikely that we can create them from scratch."

– J.P. Doh, in "Can Leadership be Taught?" *Perspectives from Management Educators*. Villanova University. Pennsylvania July 2006.

"The leader is one who, out of the clutter, brings simplicity out of discord, harmony and out of difficulty, opportunity."

-- Albert Einstein