



## 3 CORNER STONES



**Empathetic  
Listening**



**Recognition**



**Celebration**



Empathetic listening

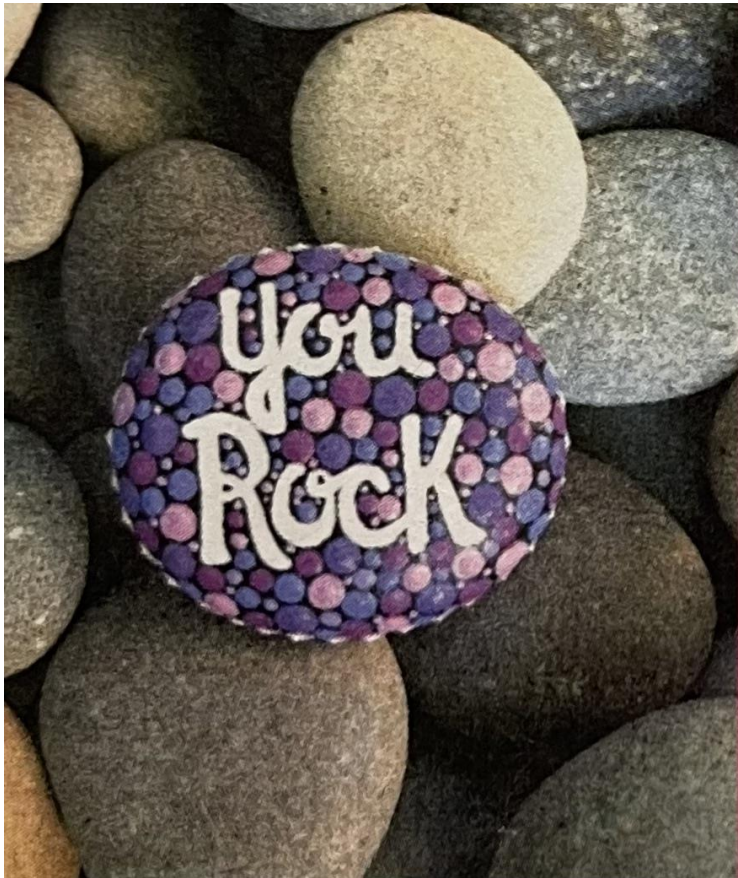
# **Regular 30- Minute Meetings**

## **4 Key Questions**

- WHAT ARE YOU STRUGGLING WITH RIGHT NOW?**
- WHAT COULD I DO BETTER TO SUPPORT YOU?**
- WHAT DO YOU NEED TO DO WHAT YOU DO BEST?**
- IN WHAT WAYS COULD THE WORK YOU'RE DOING BE MORE MEANINGFUL?**

Recognition





Small (or big) gestures

Hand-written notes

"We See You" Wall

Peer-to-peer gratitude



Celebration



## Find Your Stretch + Superstar Zones





# Leadership checklist

IMPACT



## QUICK WINS



Focus on these  
as much as  
you can.

## BIG BETS

Don't take on  
too many of  
these.



Fit-in, drop, or  
delegate when  
possible.

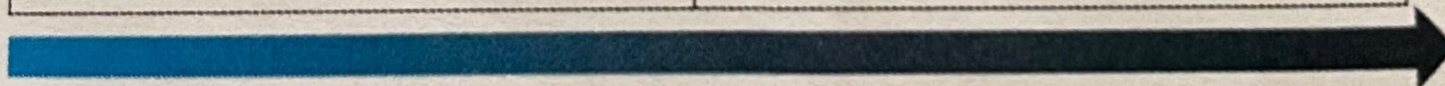
## FILL-INS

Avoid, delegate,  
or automate as  
much as possible.



## TIME SINKS

EFFORT



# Good to Great for Firechief s

Dr Allen S Lycka





# **Good to Great**

**Key Concepts  
& Talking  
Points**

**By Jim Collins**

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# Why It Matters

**How do good fire departments become great?**



**These principles apply to leadership, training, and community impact.**



**Let's explore how to transform culture and performance.**

# 1. Level 5 Leadership

## Humble

- **Humble yet mission-driven leaders are the most successful**

## Focus on

- **Focus on team development and service—not ego**

## Lead by

- **Lead by example; plan for succession.**

## 2. First Who, Then What

Put the right people on the crew first.

Right attitude > not just technical skill.

Build culture before systems or gear.

Achilles tendon – best candidates may not always be available

Solution – continuous recruitment

# 3. Confront the Brutal Facts

**Be honest about  
budget, morale,  
performance gaps –  
regular assessments  
necessary**

**Create a culture  
where truth is safe to  
speak.**

**Balance realism with  
commitment to the  
mission.**

**Everything is great in  
the battlefield**

**In the firehouse it  
isn't always**

**Idleness gives way to  
issues**

## 4. The Hedgehog Concept

**Find your department's 'sweet spot':**

**- Passion (e.g., saving lives)**

**- Excellence (e.g., EMS, wildland)**

**- Success drivers (e.g., trust, response time)**

**- Charity affiliation (give to get)**

## 5. Culture of Discipline

Disciplined people and teams need less oversight.

Follow SOPs with consistency.

Discipline = professional pride and accountability.

## 6. Technology Accelerators

Tech enhances—doesn't create—great departments.

Adopt tools that align with mission goals.

Avoid chasing shiny objects without strategy.

## 7. The Flywheel Effect

Consistent effort builds momentum.

Train right. Serve well.  
Repeat. (mentoring)

Greatness is a process,  
not a one-time change.

# Great to Gone: A Warning

Decline

- Even great departments can decline.

Avoid

- Avoid reactive leadership and shortcuts.

Stay

- Stay grounded in what built your excellence

Learn

- Learn from others.

# Purpose-Driven Fire Service Culture

Great departments are built on more than training and tactics.

They have: Enthusiasm, Non-Negotiables, and Purpose.

Gandhi: 'Who you are is more important than what you do.'

To improve your department 1000% increase the happiness 100%

# Unshakable Happiness



# **HAPPINESS**

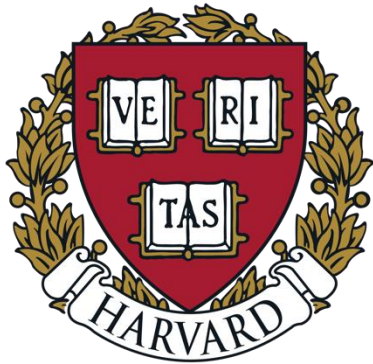
## **2 TYPES**

- **HEDONIC**
- **EUDEMONIC**





**CAN  
HAPPINESS  
BE TAUGHT?**



- **Harvard, Yale, Lykke  
Institute of  
Happiness in  
Denmark**

- **YES**

# **Golden Pearls: The Secrets to a Fantastic Department**

- **1. Enthusiasm – Fuel for growth and morale.**
- **2. Non-Negotiables – The standards you live by.**
- **3. Purpose – The 'why' behind your uniform.**

# The LYKKE FACTOR™

## Traits of Lykke

**L**earn optimism  
**Y**our dreams  
**K**reate a positive mindset  
**K**ontribute daily  
**E**nthusiasm

**F**ind Happiness/ a choice  
**A**daily gratitude  
**C**ontrol emotions  
**T**ake time to appreciate yourself  
**O**vercome negative thinking  
**R**estore your passion

## Factors of Lykke

### Circumstances of the LYKKE FACTOR™

HEALTH | RELATIONSHIPS | FINANCES | CAREER

**SPIRITUAL or RELIGIOUS**

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**SPIRITUAL or RELIGIOUS**

# Your Challenge

Would you like each and every one of your days to be fantastic?

What would that look like for you—and for your department?

Greatness starts with a choice. Choose it daily.

- **Dr Allen S Lycka**
- **[Allen@drallenlycka.com](mailto:Allen@drallenlycka.com)**
- **Free 15 minute confidential consultation**