



FROM MANAGING TO LEADING:

Comprehensive Guide for
Cleaning Business Owners



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Cleaning business owners come from a variety of backgrounds. Some start out working for a contract cleaning company and eventually decide to strike out on their own. Others simply have the entrepreneurial spirit and want to start a business that doesn't require much capital. Very few, however, come into the industry with a resume filled with leadership roles.

Knowing how to clean is important, of course, but it's only the first step. To make sure your company survives over the long term, you need a vision and the ability to lead a team to success.

While most business owners think they're great managers and even better leaders, the truth is very few are both. In this ebook, you'll learn the difference between a manager and a leader, determine which you are, learn what makes a great leader, and get some ideas for brushing up your leadership chops.

THE DIFFERENCE BETWEEN MANAGEMENT AND LEADERSHIP

The words manager and leader are often used interchangeably, but they aren't actually synonyms. In fact, they're very different.

Put simply, people work for managers and they follow leaders.

Managers control employees and tasks with the aim of accomplishing goals. Leaders, on the other hand, influence and motivate others to achieve success. To further illustrate this point, here are a few more key differences between managers and leaders:

1. TASKS VS. VISION

Managers are task-oriented. They coordinate the process necessary to reach established goals in a timely basis. They know what needs to be done, and make sure it gets accomplished. Leaders dream of what's to come, and inspire others to turn that vision into reality.

2. PRESENT VS. FUTURE

Managers are focused on the short-term. They work on the tasks in front of them and need regular praise or rewards to stay motivated. Leaders think of the big picture, working on distant goals. Dreaming big keeps them motivated, not quick accomplishments or frequent acknowledgement.

3. CONTROL VS. RISK

Managers are often rule followers and probably didn't "color outside the lines" when they were children. They like to control and minimize risk, sticking with what they know works rather than trying something new. Leaders embrace change, even when it means they may fail. In fact, they view failure as an important part of learning, growing, and eventually succeeding.

4. COPY VS. CREATE

Managers are not usually creative in thought and spirit. They tend to mimic what they see others doing successfully rather than creating something new. Leaders value original thinking and imagination. They're always experimenting with new ways of achieving goals.

5. NUMBERS VS. PEOPLE

Managers think of employees in terms of job titles. They're more concerned with the systems and processes needed to reach expected outcomes. Leaders view employees as people, and work to build loyalty and trust with their teams.

THE DIFFERENCE BETWEEN MANAGEMENT AND LEADERSHIP

6. DIRECT VS. COACH

Managers assign tasks and give directions on how to complete them. This creates staff who do what they're told, but not much more. Leaders make sure employees understand the vision, and inspire them to be part of something bigger than their job titles.

7. INDIVIDUAL VS. TEAM

Managers share information on an as-needed basis, feel threatened by employees who outshine them, and blame the team (not themselves) for falling short of goals. Leaders are transparent and giving, celebrate their teams members' accomplishments, and take responsibility for problems.

A well-run, successful company must have both managers and leaders. Very often, these are different people. It's possible to be a great manager and a lousy leader. There are natural leaders who aren't in management roles.

The biggest challenge is to be both a manager and a leader, but very often it's imperative that small business owners find a way to do just that.

Until a business grows large enough to include a management team, the owner-operator must provide the big picture while also overseeing day-to-day tasks. Knowing whether you're a natural leader or manager can help you eventually hire the right team to bolster your weaknesses.

Most entrepreneurs tend to be stronger visionaries, so it's likely you'll want to focus on hiring employees who can develop into strong managers to handle daily tasks like ordering supplies, scheduling crews, and customer service. This will free your time for tasks like strategic planning, networking, and prospecting—all the things that can propel your business forward.



ARE YOU A MANAGER OR A LEADER?

TAKE THIS 10-QUESTION QUIZ TO FIND OUT

1

YOU'RE MORE LIKELY TO...

- A. Set goals and an action plan
- B. Create a vision for the future

2

YOU TEND TO FOCUS MOST ON...

- A. The bottom line
- B. The future

3

YOU'RE MORE CONCERNED WITH...

- A. Doing things right
- B. Doing the right things

4

YOU GIVE THE MOST PRAISE FOR...

- A. Activities
- B. Results

5

WHEN SOMETHING GOES WRONG, YOU...

- A. Assign blame
- B. Take responsibility

6

IT'S MORE IMPORTANT TO...

- A. Create the right policies
- B. Create the right culture

7

YOU'RE MORE LIKELY TO READ...

- A. The employee manual to look for errors
- B. A business book looking for trends

8

THE MOST IMPORTANT THING IN AN EMPLOYEE IS...

- A. Skills
- B. Character

9

AT AN INDUSTRY CONFERENCE YOU PREFER TO ATTEND...

- A. A workshops about employee efficiency
- B. A roundtable with industry leaders

10

YOU'RE MOST CONCERNED WITH...

- A. Being in control
- B. Inspiring your team

(EXTRA QUESTION IF YOU DON'T LIKE ONE ABOVE)

THE STATUS QUO IS...

- A. A helpful guide
- B. Meant to be challenged

ANSWER: IF YOU ANSWERED MORE A'S THAN B'S, YOU'RE A MANAGER. IF YOU ANSWERED MORE B'S THAN A'S, YOU'RE A NATURAL LEADER.

DO YOUR LEADERSHIP SKILLS NEED WORK?

Juggling all the balls of running a cleaning business is hard work, and it may feel like there's no time left for introspection. But it's important for business owners to take a hard look at themselves and get honest about their skills.

Nothing will have as hard an impact on your business as your leadership skills—or lack of them.

Many business owners tend to overestimate their own strengths, making it difficult to honestly assess whether they're falling short as leaders. It's easier to blame a company's struggles on hiring issues or economic woes.

While external factors can most certainly cause upheaval, sometimes the problem lies within. To determine whether you need to shore up your leadership skills, look for these eight signs. If you notice all (or even several) of them, you may have work to do.

1

NO ONE COMMUNICATES

For any relationship to work properly, including the one between a cleaning business owner and his or her employees, good communication is vital.

Without regular, open communication, frustrations and misunderstandings arise.

It is especially important for you, as the owner, to set the example. Instead of sitting in your office doling out tasks, make it a point to visit your employees where they work and let them know how important their work is to the success of the company. Share your expertise and listen to their feedback. Not only will your employees follow your lead and communicate more effectively, they will do better work because they know exactly what you expect of them.

2

BAD ATTITUDES ABOUND

At first glance, a bad attitude from an employee may seem like their problem. But if you're getting a bad attitude from most, if not all, of your employees, it could be that there is some resentment or frustration with you. Perhaps your employees don't feel like they're being treated fairly, or that their ideas (some of which could actually be good for your cleaning business) are being cast aside.

DO YOUR LEADERSHIP SKILLS NEED WORK?

3

EMPLOYEES AREN'T THRIVING

One of the happiest moments a cleaning business owner enjoys is when they hire a top-notch employee. You know the one: the employee that makes their job a priority, shows up on time, is willing to do whatever job is asked of them, and who puts a lot of effort into their work.

It's therefore highly upsetting when you notice they aren't doing as well as they used to. There is usually something behind why they aren't thriving like they once did. They could be dealing with some personal issues, or they could be tired of putting up with the bad attitudes of other employees. If you're constantly praising employees that don't put in a lot of effort, the more competent employee may wonder why they're trying so hard to please you.

4

CUSTOMER SATISFACTION IS DOWN

The attitudes and actions of your customers can tell you a lot about your business. If you notice a change in customer behavior, it's time to take notice. Why are your customers dissatisfied? Are they truly valued? Are they still receiving the care and consideration they did when they first hired your company? Find out why your customers aren't happy because, as Mike Myatt of Forbes.com puts it, if you aren't taking care of them, you're competition will be happy to.

5

YOU'RE A DOORMAT

Your employees have no right to walk all over you. And you shouldn't keep someone around who does. Gaining insight and feedback from your employees is one thing; allowing them to bully you is something else entirely.

We recently had a cleaning business owner share that she had a veteran employee cover for another employee who was out sick. She seemed happy to help out, but the owner quickly discovered that she did the bare-minimum cleaning, which resulted with an unhappy client. The employee lashed out at the owner saying, "What do you expect when I have to do another employee's job on top of my own?" This incident started a pattern of negative behavior with this employee, resulting in an unpleasant termination.

You must remember this is your cleaning business and you are the owner, operator, and final decision maker. Anyone who doesn't want to support you shouldn't be working for you.

DO YOUR LEADERSHIP SKILLS NEED WORK?

6

YOU KEEP HIRING DUDS

Finding good employees isn't easy. But when you feel like every employee you hire turns out to be a disappointment, it may be time to analyze whether the problem lies with you. Ask yourself what you're looking for in an employee and what you expect of them once they're hired. Do you tend toward perfectionism? If so, no employee will ever live up to your standards.

Excellence is definitely something every cleaning business owner should shoot for; perfection is not. There is no such thing as the perfect employee, the perfect client, or the perfect job. If you look for perfection you can't help but be disappointed. Periodically ask yourself if you're unhappy with your employees because of their work, or if your standards might be too far out of reach. It's also important to remember that not everyone is going to be just like you, nor should you want that. There is a lot of good that can come from individual styles and personalities. Having a diverse commercial cleaning business team can improve your business, client satisfaction, and the camaraderie of your team, [according to BusinessInsider.com](https://www.businessinsider.com).

7

THERE'S NO PROGRESS

Successful business owners, including cleaning business owners, have a lot of faith and confidence in themselves and their abilities. A business owner has many responsibilities, and there are many decisions to be made. If you find you're not making the progress in business you'd like, it might be because you've lost some confidence or you have a difficult time making decisions.

Indecisiveness can be detrimental. You don't accomplish your goals and your employees get frustrated. They know things need to change but action isn't being taken by their leader. Your employees can't make your decisions for you. It will take some effort and possibly some building up of your confidence, but making those decisions is the only way to see your business thrive.

DO YOUR LEADERSHIP SKILLS NEED WORK?

8

CRISIS IS THE NORM

Nobody likes drama. Life is hard enough; adding work drama will do nothing but cause more stress. When someone feels stressed out, they often question whether the job they have is worth it. This is especially true when it is the employer who is adding the drama and stress.

Remember that you not only have a responsibility to your customers, you have a responsibility to your cleaning technicians as well. If you want to keep your employees they need to feel their work environment is safe—physically and emotionally. There will be stress from time to time, but constant drama shouldn't have a place in your business.

Do you identify with some or all of these problems? If so, you likely need to work on your leadership skills. Don't get too discouraged—you can overcome these issues (more about that later).

QUALITIES OF A STRONG LEADER

When you're at the helm of a cleaning company, success very often hinges on your employees' skills and attitudes. It's easy to blame a struggling business on the staff's shortcomings, but the truth is it's up to the owner to lead the team to success.

Stepping into that leadership role isn't always easy. It requires a distinct set of skills and a particular way of thinking. Review these key characteristics of a strong leader, and determine which you have in spades and which still need some work.

“The quality of a leader is reflected in the standards they set for themselves.”

- Ray Kroc

Above all else, leaders must have integrity. They have a core set of values and stick to them, no matter how difficult it may be. As an example, leaders are open with their stakeholders, even when that means sharing bad news. You can't expect your staff to exhibit integrity if you fail to do so yourself.

“Good business leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.”

- Jack Welch

Leaders must see into the future. They not only understand where their company is now, but also have a vision for where it's headed. In fact, they spend far more time imagining and planning the future than dealing with the here and now. Long-term, forward thinking is one of the key differentiators between leaders and managers.

“Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall.”

- Stephen Covey

Strategic planning is also an important strength among leaders. Not only do they imagine the future of their companies, they create solid plans to turn the vision into reality. They develop a roadmap, think through all possible scenarios, consider alternative plans, and establish processes to reach the end goals. They hand off the plans to managers who execute them.

QUALITIES OF A STRONG LEADER

“Good leaders inspire people to have confidence in their leader, great leaders inspire people to have confidence in themselves.”

- Eleanor Roosevelt

Leaders must be confident in their vision for the company and in their ability to take the helm. People are drawn to confident people, and will happily follow someone who exudes authority. What's more, decisiveness and confidence are contagious. When these traits are continually exhibited by a company's leaders, its employees will begin to display them as well.

“My best successes came on the heels of failures.”

- Barbara Corcoran

Thinking outside the box, challenging the status quo, and embracing change are hallmarks of leadership. That means leaders must be prepared to take risks others might not. They have the courage to be innovative, even without a guarantee of success. And when they fail, which is inevitable, they see it as an opportunity to learn and grow.

“Leadership is a way of thinking, a way of acting and, most importantly, a way of communicating.”

- Simon Sinek

Leaders must be excellent communicators. It's not enough to have a spectacular vision. You need to communicate it in a way that inspires your team to buy in and motivates them to take action. Communication skills are also important when it comes to other leadership roles, including training, offering feedback, giving praise, and speaking publicly.

“A leader is a dealer in hope.”

- Napoleon Bonaparte

If you aren't excited and optimistic about your company and its future, your employees won't be either. Leaders are role models, setting the tone for the entire workforce. To be a leader, you must exude positive energy; arrive to work with a can-do attitude and focus on possibilities. It's up to you to find the good in every situation, the lesson in every problem.

QUALITIES OF A STRONG LEADER

“Don’t find fault, find a remedy.”

- Henry Ford

Leaders never point fingers. They are accountable for their own actions, but also take responsibility for the shortcomings of their entire team. They don’t complain or try to explain away problems. Instead, they focus on finding lessons and looking for solutions. They’re also quick to take action, offering training, and updating ineffective policies and procedures.

“No man will make a great leader who wants to do it all himself or get all the credit for doing it.”

- Barbara Corcoran

Although they’re quick to take responsibility when things go wrong, leaders are slow to accept credit when they go right. They don’t feel threatened when their team does well; in fact, they’re happy to dole out praise and give credit where it’s due. Great leaders are strong yet humble, never letting their ego take the reins.

“Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish.”

- Sam Walton

Micromanaging is about as far from leadership as it gets. Leaders don’t watch employees like a hawk and offer frequent “suggestions” on how to improve. Instead, they provide their team with everything they need to succeed and then trust them to deliver. The goal is empowerment, not dependence.

Put all these traits together and you have a picture of a great leader. This is a person who can inspire anyone to follow them, look up to them, and work tirelessly for them.

Feel like you’re missing a few pieces of this puzzle? Next up, we’ll talk about how you can improve your skills to become the type of leader who inspires others to dream, learn, and do more.

HONE YOUR LEADERSHIP CHOPS

Now you understand the difference between a manager and a leader, and have a good grasp on the qualities of a great leader. But exactly how do you improve your leadership skills if they're lacking? The answer is hard work and dedication.

Leadership can be learned, but it takes time. Simply wishing to become a better communicator or more courageous isn't enough. You'll need to take action steps, such as reading expert advice or hiring a mentor.

TO HELP IN YOUR JOURNEY, HERE ARE A FEW TOOLS YOU CAN USE.

1

TAKE AN ASSESSMENT

It helps to have an outside perspective on your current leadership skills. An easy way to do this is by taking a leadership personality test. It can give you a starting point for identifying what areas you need to improve. There are many such assessments—some are free and others require a fee. Popular tests include [Gallup Strengths Finder](#), [Disc Profie](#), [Myers-Briggs Type Indicator](#), [John Maxwell Leadership Assessment](#), and [Wealth Dynamics](#).

2

STUDY OTHER LEADERS

Look for leaders you admire, whether they're in the contract cleaning business or CEOs of Fortune 500 companies. Follow their social media accounts, read their blogs, and watch any presentations they have online. You can learn a lot by studying how these experts talk and behave. Also, read books about business, leadership, and success like it's your job. This is the best way to find new strategies and get inspired.

3

KEEP A JOURNAL

It may sound silly, but it can be incredibly beneficial to track your successes and shortcomings as a leader. Make it a practice to keep tabs on things like your reaction to a crisis, the quality of your latest speech, how you handled an HR dispute, etc. This will develop your self-awareness about leadership skills that still need improvement, and also create confidence in those that are becoming more polished.

HONE YOUR LEADERSHIP CHOPS

4

LEAVE YOUR COMFORT ZONE

Does it scare you to think about being more honest with employees? Are you terrified by the idea of accepting all the blame? Working on weaknesses isn't for the faint of heart as it requires some discomfort. You'll have to try new things and practice the skills that make you nervous. Start by taking small steps outside your comfort zone, and gradually take bigger and bigger risks. The more you work on these things, the more natural they will eventually become.

5

TAKE A CLASS

For some business owners, reflection and independent study aren't enough. To really build their leadership skills, they need direct instruction. Sound like you? If so, you may want to invest in an online training program that can help you become a more confident leader at an accelerated pace.

MyHouseCleaningBiz.com offers industry-specific solutions (as do trade groups like ISSA and ARCSI), or you can search "leadership training" online to find a variety of general programs.

6

JOIN A GROUP

If you prefer a more personal approach to learning, consider joining a local chapter of Toastmasters. This nearly 100-year-old club helps members improve their speaking and leadership skills while also offering opportunities for networking. Members get a curriculum, peer review, mentoring, and experiential learning opportunities.

7

HIRE A MENTOR

Finally, for the highest-touch method of learning leadership skills, invest in a mentorship program or a business coach. This allows you to learn directly from another successful cleaning business owner or a high-achieving executive in another industry. Local chapters of industry associations often offer mentoring programs, or you can search online for "executive mentoring" or "business coach" to find a wide range of options at a variety of price points.

Approach leadership development as you would any other skill-based training. Set aside time each day or week to work on it. Come up with strategy, then choose the tactics that appeal to you (it may be a mix of several of the tools outlined in this chapter). With enough time and dedication, you'll become the fearless, inspirational leader your company needs for long-term success.

BALANCING LEADING AND MANAGING

When you first start your cleaning company (and perhaps for many years after), you probably won't have the luxury of being only a manager or a leader. You'll need to do both until you can afford a management team to execute while you focus 100% on the big picture.

Finding the balance between these two different roles can be difficult. Unfortunately, many cleaning business owners tend to err on the side of managing. They spend the bulk of their time handling the day-to-day chores of running a business—finding clients and keeping them happy, hiring and training employees, overseeing or doing accounting, managing the website and social media...the list goes on and on.

They believe to get it done right, they need to do it themselves (or micromanage any staff they let try). And the truth is, that mindset is correct—no one can run your cleaning business as well as you. No one will put the same amount of time and energy into your business as you do, and no one has the passion for the business you have.

Here comes the but... holding onto the reins that tightly is a recipe for disaster. By not letting go of some of the management and execution tasks, you risk burning out. Plus, you don't leave enough space for creating the vision necessary to propel your company forward and upward.

One of the biggest mistakes you can make as a cleaning business owner is to let your business run your life. The most successful CEOs in the world make it their goal to create a company that can survive without them. Better yet, they want it to THRIVE without them.

Perhaps you're bristling at that thought. You've tried delegating higher-level tasks to employees only to be disappointed by the results. No one measures up to your expectations and you end up re-doing work others did poorly.

Wanting everything to be perfect and needing to control every aspect of your business, however, may ultimately be the death of it or you.

Finding a balance between managing and leading (or execution and vision) starts by making a conscious decision to let go of perfectionism. You need to train select team members, delegate tasks to them, trust them to deliver, and be okay with good enough.

First, take an inventory of everything you do in your business that's taking time away from working on your business. Each day for the next month, write down the tasks you're doing that you could hand off to someone else after proper training. Also, what if you got sick and had to be out of the office for a month? Write down everything that would need to be done to keep the business afloat.

BALANCING LEADING AND MANAGING

Next, come up with policies and procedures for each of the tasks you outlined above. For example, what procedure should they follow if one of your accounts runs out of any cleaning supplies? Do they call up your supplier to have it delivered? Do they run over and pick it up the next day? How do they pay for it? Create a manual that, if push came to shove, an employee could use to make the best decisions in your absence.

Now decide which tasks you're willing to assign to someone else and identify team members who could do them. If you don't have the right person to do a particular job, consider hiring someone or finding a contractor who can help. The goal is to start grooming your best people to handle some of your management duties, and to also potentially take over on your behalf if you must be absent for an extended period.

Finally, teach these key staffers how to manage their new responsibilities. Offer hands-on training to show them how to execute exactly as you would. This can be a gradual process, and starting with small tests to gauge how well they make decisions and handle the new tasks. Your goal is to slowly begin to extricate yourself from the day-to-day functions of your business so you can take several days or even a week off without fear.

As you ease into this process, you'll have more time in your schedule for two activities that every business owner should do more of—strategizing for growth and relaxing. It will free you up to take a break and avoid burnout, and also dedicate yourself to becoming the visionary leader every wildly successful company needs.



DEVELOP FUTURE LEADERS

Are you hoping to create a business that lives on after you retire? Do you want to grow your company much larger than the owner-operator model? Building a sizable, sustainable cleaning company will require leaders besides yourself, and it's up to you to develop the next generation of leaders.

It's less expensive to develop in-house talent than to hire from outside a company. It's never too early to begin identifying and grooming high-potential employees for future leadership roles. Make it a priority to create a leadership program for your company. Here are some tips for getting started.

1

SELECT WISELY

Your future leaders won't necessarily be easy to spot. Very few people begin their careers with the energy and charisma of top-notch leaders. Your job is to identify employees with the potential to grow into that role.

Watch for team members who are committed to doing a great job, who willingly take on more responsibility, who help and teach their co-workers, and who have a positive attitude. These are the people who are most likely to rise to the occasion when given an opportunity to learn leadership skills.

2

SHARPEN YOUR SKILLS

Once you've identified your high-potential employees, you'll need to serve as their coach. Unfortunately, many business owners aren't entirely sure how to be an effective mentor.

Develop these skills by reading books on the subject, such as "The Coaching Habit" by Michael Bungay Stanier or "Co-Active Coaching" by Henry Kimsey-House. There are also many TED Talks and other video resources available online, or you can even hire a coach to train you in mentoring techniques.

3

OFFER MENTORING

Whether you implement a formal program or keep it more casual, begin mentoring your future leaders now. Work one-on-one with these employees, or pair them with other senior staff who are quality coaches.

Even if the program is informal, tell the mentees they've been selected for specialized training and explain how it will work. Establish boundaries and "rules," such as weekly meetings or monthly reviews. It's important that mentor and mentee have similar goals and expectations.

DEVELOP FUTURE LEADERS

4

CREATE A CHALLENGE

As part of your leadership training, make sure to expose participants to a variety of jobs within the company. Give them first-hand experience in everything from front-line cleaning tasks to back-office work like accounting and marketing. They should have a cursory understanding of all the moving pieces of your business if they'll eventually move into a higher position.

Also, give them challenges along the way. Push them past their current skill level and outside their comfort zone. These types of assignments can improve their confidence and allow you to see how they respond to pressure and failure.

5

PAY ATTENTION

The goal of a leadership training program is to share organizational knowledge, encourage higher-level thinking, and identify skills gaps. It's important to conduct regular assessments of participants to see how they are performing and to determine whether you believe they can develop into strong leaders.

Give mentees plenty of advice and frequent feedback. Also, allow don't force the arrangement. If a participant isn't a good fit, you need to be willing to end their time in the program and move on. This may lead to hurt feelings or even result in resignations, but remain steadfast knowing you need to invest only in those people who will eventually help move your company in the right direction.



DEVELOP FUTURE LEADERS

Eventually, this type of mentoring program will pay off, producing strong leaders for your company. That also means you'll need to be prepared to provide graduates with increasing responsibility or risk losing them to another company that will.

Don't wait too long to create opportunities for these emerging leaders. Begin delegating important tasks to them so they can cut their teeth on work that matters. As you do this, follow these steps:

1. Explain the new role and make it clear you are giving real responsibility that shouldn't be taken lightly.
2. Clearly outline what the new leadership role entails and what, specifically, he or she will be doing.
3. Share your expectations and how you'll be judging success or failure.
4. Don't do all this behind closed doors. Share the person's new leadership role with the entire team to reinforce their authority.
5. Check in with the new leader regularly. Offer guidance and suggestions for improvement (but don't micromanage).
6. As the leader proves his or her skills, loosen up on the reins and allow him or her more autonomy.

Handing responsibilities over to young, green staffers can be scary. With proper training and guidance, however, your future leaders can shine. Taking this leap of faith is critical for the ongoing success of any cleaning company.

Continuing to learn and grow as a leader should be a career-long goal. A premium subscription in membership program at [MyHouseCleaningBiz.com](https://www.myhousecleaningbiz.com) provides you and your team with ongoing education and formal training programs. More than 3,000 residential cleaning business owners just like you have used our training and resources to start, grow and manage their residential cleaning business. Join the learning today.



DEVELOP FUTURE LEADERS

10 LEADERSHIP BOOKS EVERY CLEANING BUSINESS OWNER SHOULD READ

1. “Good to Great: Why Some Companies Make the Leap & Others Don’t” by Jim Collins
2. “Start with Why” by Simon Sinek
3. “The 7 Habits of Highly Effective People” by Stephen R. Covey
4. “How to Win Friends & Influence People” by Dale Carnegie
5. “Delivering Happiness: A Path to Profits, Passion, and Purpose” by Tony Hsieh
6. “Drive: The Surprising Truth About What Motivates Us” by Daniel Pink
7. “The Five Dysfunctions Of A Team: A Leadership Fable” by Patrick Lencioni
8. “Extreme Ownership: How U.S. Navy SEALs Lead and Win” by Jocko Willink
9. “21 Irrefutable Laws of Leadership” by John Maxwell
10. “Built to Last” by Jim Collins and Jerry Porras

BOOKMARK THIS: 10 THOUGHT LEADERS’ BLOGS TO READ

[Tim Ferris](#)
[Seth Godin](#)
[Tony Robbins](#)
[Michael Hyatt](#)
[Guy Kawasaki](#)
[Nancy Duarte](#)
[Steve Farber](#)
[Dan Pink](#)
[Scott Eblin](#)
[Leading Blog](#)

LISTEN UP: 10 PODCASTS TO MAKE YOU A BETTER LEADER

[The LEADx Show](#) with Kevin Kruse
[Dose of Leadership](#) with Richard Rierson
[Rocketship.FM](#) (variety of co-hosts)
[Off the Charts](#) with Nathalie Lussier
[The EntreLeadership Podcast](#) with Ken Coleman
[The School of Greatness](#) with Lewis Howes
[Achieve Your Goals](#) with Hal Elrod
[Leaders in the Trenches](#) with Gene Hammett
[Engaging Leader](#) with Jesse Lahey
[Accelerate!](#) with Andy Paul

LEADERSHIP AND MANAGEMENT SKILLS TRAINING

Developing your leadership skills and those of your managers and supervisors is critical to the success of your organization. But most business owners don't know how to go about delivering training.

Managers and leaders have great influence on the performance of their teams, and ultimately, they are the ones who shape the culture of an organization. That's why organizations need to motivate their leaders by providing high-quality training.

MyHouseCleaningBiz.com Premium Membership includes an extensive video training library that includes over 1,000 leadership videos. You'll have training topics to share with your leadership team for years to come!

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