

WOMEN WHO MEAN BUSINESS

Michele Stumpe's strengths include ability to remain calm in crisis

At **Taylor English Duma LLP**, **Michele Stumpe** works with clients in the hospitality and retail industries and focuses her practice on premises liability, business litigation, hospitality and dram shop litigation, as well as alcohol licensing and consulting.

In addition to her hospitality practice, Stumpe represents individuals and corporations in general litigation matters and provides consulting services for various trade associations in the hospitality industry, including the Georgia Restaurant Association, Georgia Food Industry Association and the Georgia Association of Convenience Stores. In 2002, she developed "The Responsible Alcohol Sales and Service" workshops to educate owners and licensees on the legal obligations and responsibilities of



servicing alcohol to consumers. The program was so well-received that many Georgia jurisdictions now require attendance as a prerequisite to obtaining an alcohol license. Her work also has gained recognition from peers, and in 2013 she was awarded the Georgia Restaurant Association Chairman's Award.

Stumpe is a co-founder of The Giving Kitchen, an Atlanta non-profit organization that provides crisis medical funds to employees in the hospitality industry. She also travels to Africa annually to work with underprivileged children and endangered wildlife through her non-profit Children of Conservation. The organization provides scholarships to schoolchildren in Africa.

Stumpe received her bachelor's

degree from the University of Florida and her law degree from the University of South Carolina School of Law.

Q&A

How did you become a successful leader? I started working as a receptionist in a big company as a teenager. Each summer I was given more responsibility. I learned the value of humility, teamwork, determination and a strong work ethic. From a young age, my dad reinforced these characteristics and also instilled in me a strong sense to always do the right thing regardless of whether anyone would ever know about it and regardless of any personal consequences. This foundation has made it part of my moral fiber to focus on what's in the long term best interests of my clients or the causes that I'm working for, as well as for my colleagues and

staff.

Please describe your leadership style. While I'm very empathetic, I'm not the warm and fuzzy type on a routine basis. I show I care in other ways. I'm always the first to roll up my sleeves and jump in to get things done. While I prefer to accomplish goals in the most efficient way possible, I also see every role as a vital part of the success of any task. When most people see a crisis, I somehow remain calm—I think I get that from my father. I'm not quite sure why, but when a crisis arises, I rarely get anxious or emotional. Instead, I immediately go into logic mode and look for the opportunity to find a solution to resolve the crisis. I love the challenge of turning a negative into something more positive than the original anticipated outcome. In other words, turning a crisis into a good thing.

Anisa Telwar Kaicker encourages empathy among women in business

As founder and CEO of **Anisa International**, **Anisa Telwar Kaicker** is a leading female entrepreneur in the beauty tools and accessories industry with more than three decades of experience.

Telwar Kaicker founded Anisa International in 1992. Today, the company employs more than 600 employees between its Atlanta office, New York office and showroom and manufacturing plant in Tianjin, China.

A finalist for the 2013 Ernest & Young's Entrepreneur of the Year award, Telwar Kaicker was featured in Norm Brodsky and Bo Burlingham's book "The Knack: How Street-Smart Entrepreneurs Learn to Handle Whatever Comes Up." Telwar Kaicker participates in the Committee of 200, an invitation-only



organization of female entrepreneurs and corporate leaders focused on fostering, celebrating and advancing women's leadership in business.

Q&A

How did you become a successful leader? Success is measured differently for all. The way I gauge my success to date is creating a team that works together and is collaborative. It is also important that I as a leader can receive positive and negative feedback. I need to be able to listen to my people whether I agree or not. I need to hear their points of view and consider the angle they see. Becoming a successful leader required extending my points of view.

Please describe your leadership style.

I am supportive yet demanding, expecting accountability and requiring that we do what we say we are going to do. It takes me time to build trust with someone new, yet when I feel we have gained each other's trust, I can truly allow them to lead and want to empower them to see them grow and succeed.

How do you motivate employees and colleagues to achieve their top performance? By asking for it, leading by example, they see I am in it with them. I will not ask for what I am not willing to give.

What was the most important business decision you made in the past year and why? Taking time to bring in the right people, giving better performance metrics and having clearer expectations and goals. Developing more structured systems and processes to enhance

our company culture and support our people.

Where do you find inspiration? How do you transmit it to others? I am very passionate about what I do, and this translates authentically to those around me.

I believe wholeheartedly that we can make a difference by using business to make us better people professionally and personally. And inspiration comes in the everyday because I love what I do still and am grateful for the opportunities that continue to present themselves.

How can women in business best support other women in business? Empathy for each other goes a long way, and requires us to understand the numerous demands we have on us. Be there for each other to listen, engage, encourage and motivate.

Leadership consultant Carolyn Turknett still developing her own skills

Carolyn Turknett understands what it is to be a leader—so well, in fact, that she has made a career out of coaching others on how they, too, can lead successfully.

Turknett is co-founder and president of **Turknett Leadership Group**, an Atlanta-based consulting firm providing leadership and organization development services to companies in a variety of industries.

Turknett attended Mount Holyoke College and received her bachelor's degree in mathematics and her master's degree in sociology from The University of Georgia.

Along with her business and life partner Bob, Turknett recently published a book about the couple's work



together entitled, "Decent People, Decent Company: How to Lead with Character at Work and in Life." The book is based on the Turknett Leadership Character Model developed by the two. Since 2003 Turknett Leadership Group has sponsored an annual Leadership Character Awards program to honor leaders of character in the business, education and nonprofit sectors.

Turknett is a member of organizations including the Academy of Management, the Society for Human Resource Management, and the Society for Industrial and Organizational Psychology.

Q&A

How did you become a successful

leader? I am still very much working on that. I feel lucky, though, in that I get to work with leaders who are leading very large businesses and very large teams. My knowledge and experience can sometimes help them, but I also learn a ton from watching them. I also agree with Peter Drucker that one of the best ways to grow as a leader is to volunteer for a nonprofit. I have learned so much from my community service. The best leaders know that everyone working for them is essentially a volunteer, and when you are leading a nonprofit team that is literally and completely true. You have to influence without authority, get folks to follow through on commitments without any real carrots or sticks, and you have to motivate by getting everyone focused on an exciting and

meaningful goal. I always grow.

Please describe your leadership style. I am not a master of details, and need people around me who can help. I try to be a participative leader, getting input and helping everyone feel a part of the solution. I believe in a quote I heard from a friend: "If you engage me, I'm your partner; if you exclude me, I'm your judge." I am decent at strategy and connecting the dots. I believe, though, that personal character undergirds leadership, and that all leaders need integrity to build trust, respect to build commitment and deep responsibility to build an accountable culture. I work on those things every day and still fall short.

— Stories by Janet Jones Kendall, Contributing Writer