

LeaderImpact Podcast – Episode 29 - Chris Spanjaard - 3 Principles that Guides Chris' Leadership

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Episode Summary:

Chris has been Purolator's Senior Vice President and Chief Operations Officer since 2017. He spearheads all aspects of the company's operations, serving the Canadian domestic and international courier, freight, and logistics market.

Chris drives innovation, excellence, and growth for e-commerce, retail, healthcare, and industrial customers in North America. He oversees Purolator's modernization and operations transformation through world-class automation, service capabilities, and strategic partnerships. Chris champions health & safety, diversity, talent development, and sustainability of the company operations with 14,000 employees.

Having lived and worked for many years in Asia and Europe in several senior executive roles, Chris has significant experience in leading international, cross-cultural teams and in building large-scale, purpose-driven organizations.

Chris holds a master's degree in business administration from the University of Groningen in the Netherlands. He is a Dutch citizen, Canadian, and Singaporean permanent resident, and lives in Mississauga with his wife and their two sons.

Today we are going to chat with Chris about the principles that have guided his leadership as he has moved across many countries and experienced many cultures.

How to Contact Chris:

- LinkedIn

Books Mentioned:

- *Gentle and Lowly: The Heart of Christ of Sinners and Sufferers* by Dane C. Ortlund
- *The Power of the Other* by Henry Cloud

Show Notes:

0:00 - Show Introduction

0:43 - Chris' introduction

2:20 - Chris shares more about himself

7:00 - How much Chris moved around growing up and with his jobs

“Be authentic in your compassion and care for others.”

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9:40 - 3 principles that have guided Chris' leadership

- 10:38 - Start with your conviction. Don't see yourself as a part of your circumstances, job title, achievements, or failures. People don't see you through those things, but they want to know who you really are.
- 11:27 - Be authentic in your compassion and care for others. You will never be successful on your own. To connect with people you need to create trust.
- 13:45 - Taking the time to listen to others and engage with them can lead to innovative solutions and how small ideas can make a big difference

“Big impact starts with small changes.”

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- 16:05 - It is important to be open and transparent with others, especially in times of crisis

17:10 - What scares Chris about business right now

- 17:18 - Responsibility for the community and environment is now in our hands, and is the biggest investment in history

18:40 - What excites Chris about business right now

- 19:00 - Companies need to be more purpose-driven to differentiate themselves

19:48 - Mistakes Chris has made in business and what he has learned

- 20:30 - Words have unintended consequences, and leaders need to be aware of this

25:38 - Chris' faith journey

- 26:17 - How God spoke to Chris about meeting his wife
- 29:40 - When his son was hurt and he heard God's voice telling him to trust
- 31:40 - How they moved to Canada and blessed in their faith journey
- 33:20 - God speaks to us in different ways

34:18 - Chris' involvement in LeaderImpact

- 34:33 - How Chris met Paul Henderson and got involved with LeaderImpact

37:37 - Chris' legacy is to help people discover their purpose and be part of their purpose-driven journey.

39:03 - Chris finds joy in seeing people grow in who they are and discovering their purpose.