

What is Leadership?

Leadership, a critical management skill, is the ability to motivate a group of people toward a common goal. Although your position as a managing director gives you authority, this power does not make you a leader...it simply makes you the boss. Leadership differs in that it makes the followers want to achieve high goals, rather than simply bossing people around.

Tips on Leadership

1. TALK ABOUT THE FUTURE

Leaders think about the future and help others see the future.

2. **TEACH SOMEONE SOMETHING** – Leaders are involved in their organisation and committed to growing organisational capability. Nothing sends that signal stronger than taking a moment to teach someone something.

3. SEEK OUT A NEW IDEA

Actively look for ideas and then champion them in the organisation.

4. TELL SOMEONE THEY DID A “GOOD JOB”

Leaders are not afraid to hand out praise when a job, large or small, is well done. This builds not only enthusiasm for the work, but trust in your management.

5. GET MAD, THEN GET OVER IT

Leaders all have passion for the business and sometimes this passion turns to anger or frustration. This shows you are only human. An effective leader has the capacity to move beyond emotion into constructive action.

6. MEET SOMEONE NEW

Get out and say “hello,” to stakeholders, other businesses, the YES community and people you admire - it’s guaranteed that you will learn something to help your business and it is setting an example for other directors in your business

7. SAY “YES”

Leaders aren’t afraid to make a commitment, to make a choice, to move on. Find something where you can say “yes.” Nothing says you trust your organisation more than the power of agreement.

8. ACTIVELY LISTEN

Many of us talk about being good listeners, but few of us are really good at it. The next time you are asked to listen to someone, use clarifying and confirming skills, but don't offer a point of view until the presenter says, "What do you think?"

9. BE ENTHUSIASTIC

Leaders have enthusiasm and energy. They transfer this energy to the organisation and the business issues at hand. Practice being outright enthusiastic about an idea and watch how people change.

10. HAVE FUN

Leaders typically enjoy what they are doing, no matter how tough the task. People want to follow someone who enjoys what they are doing.

Leadership

Questions to think about:

As a leader what is the vision you have for your business?

How are you going to communicate that to your team?

What will you do to be inclusive and receptive to their ideas?

How will you hold onto your vision whilst finding common ground with your team?

What are your interpersonal skills like?

As a leader you are the face of the organisation and you should be able to do the following:

- Shake hands firmly
- Look people in the middle eye
- Background knowledge on who you are meeting
- Engage in conversation (other than the weather)
- Understand clearly why you are meeting them and convey that to them
- Thank them for their time
- Follow up email/letter

How to handle conflict

- Be objective
- Be still with eyes expression and hands
- Language use
- Tone of voice
- Agree to disagree but validate person's ideas/offers
- Agree and praise showing you've genuinely embraced idea

Be prepared

- Dairy
- Notebook
- Pens
- Business Card
- Flyer/Written information on business

Team meetings -

- Agenda (send out 5 days before meeting)
- Minutes taken (who will be scribe)
- General Business (asked for prior to meeting and on agenda)
- Action Points (who will do what and by when)