

Leadership 101

Creating Your Vision

Vision is the ability to imagine the organization's future—and inspire others to work toward achieving that future.

- Continually look for new ideas and opportunities
- Filter and evaluate those ideas based on the vision
- Jump at opportunities that advance the vision
- Assess ongoing tasks and responsibilities
- Stay focused on the goal, not irrelevant tasks
- Seek solutions that resolve current problems and prevent future ones from occurring

Pursue Excellence

Set high expectations for yourself and identify ways to go the extra mile for employees and customers.

- Do it right the first time
- Look for opportunities for improvement
- Seek new ways of doing things
- Be open to other suggestions
- Be willing to take risks
- Solicit feedback from employees, peers, customers/clients

Communicate Effectively

Ingredients to effective leadership communication:

- Show passion
- Voice ideas in a clear, logical, convincing manner
- Use plain language
- Make it memorable by sharing a story, personal anecdote or analogy
- Make others the hero
- Take a risk; share a personal story
- Focus on something you have learned
- End with a call to action
- Check for understanding
- Use all available channels

How to Build Trust

- Keep your promises
- Communicate directly and openly
- Be honest about problems
- Don't circulate rumors
- Praise more than you criticize (at least 3 times more)
- Practice what you preach

Build Confidence in Your Employees

- ✓ Pay attention
- ✓ Build on success
- ✓ Celebrate victories, no matter how small
- ✓ Make it safe to fail
- ✓ Don't compare employees

How to be Enthusiastic

- Examine your attitude
- View problems as challenges
- Create momentum
- Spend time with enthusiastic people
- Smile!

Behaviors that signal you're serving others

- Listen: We all know how, but how often do we really listen?
- Respond: That's how people know they have been heard
- Ask: Find out what people are thinking and feeling
- Engage: Take initiative to develop relationships with people
- Care: When we care about those we lead, we are serving them

Behaviors that Undermine Leadership

- Lack of transparency: assumed to have hidden agendas, are inconsistent and unpredictable
- Neglect: hides in office, only works with employees when there is a problem
- Unwillingness to change and innovate: focuses on past success rather than funding future opportunities, always supports the status quo

How to Inspire Others

- ✓ Clearly communicate your vision
- ✓ Anticipate resistance to your vision, idea, or change.
- ✓ Focus on the key behaviors you want to change.
- ✓ Be patient
- ✓ Examine your motivation
- ✓ Use a variety of approaches