

Demystifying Effective Leadership



Leadership is about influencing others to achieve defined outcomes

**Authored and Presented by
Roger Turcotte**

Demystifying Effective Leadership

Why is it necessary for owners, supervisors, and managers to be good leaders?

Lesson Number One: There is no 'silver bullet' in the world of leadership

- Master the core competencies
- Study every day
- Keep your eyes on the horizon

Lesson Number Two: Leaders are required to:

- Develop and maintain high performing teams
- Serve as a positive link between their team and their organization

Lesson Number Three: Leaders must define the work in terms of responsibility

- Avoid doing work that others can do
- Follow the rules of empowerment
- Make sure that your team members understand what is expected of them
- Practice 'commitment based' leadership

Notes

Demystifying Effective Leadership

Lesson Number Four: Leaders must empower team members

- Select the best people to do a job
- Provide the required training and resources
- Clearly define the expected outcome(s) and empowerment levels
- Allow the responsible party to determine the methodology
- Resist the urge to get involved other than to avoid a crisis
- Reward the result and the methodology

Lesson Number Five: Leaders must understand team dynamics

- Storming, forming, norming and performing
- Teams create better results than any single individual
- The personality blend: visionary, implementer and maintainer
- DANGER - We tend to favor people who share our personality
- Teams must focus on problems rather than the people associated with the problem

Final Lesson: Leaders must manage conflict

- Focus on the individual's behavior rather characteristic
- Describe behavior that creates a problem
- Describe required change
- Get commitment from team member that change will occur
- Evaluate and communicate
- Failure to fulfill commitment requires action on the leader's part

Notes