LEADERSHIP

Interesting fact: 70% of change initiatives in organisations and businesses fail. Get the whole organisation on board with change.

Source: “Leading Change”, John Kotter

CHAMPIONS
Identify enthusiasts for the change and help them to spread the word.

GATEKEEPERS
Identify those people that you have to convince to make the change possible.

RESISTERS
Listen to them and take their views seriously. Try to get them involved as active participants.

CHANGE

LEADERSHIP

Interesting fact: Only 25% of people believe they are living up to their potential to be creative. Generate creativity and inspire innovation, wherever you are.

Source: Adobe

CREATIVITY & INNOVATION

Avoid bad brainstorms by giving the team time to think before everyone comes together.

UNLEASHING YOUR CREATIVITY
Stop thinking about the subject and let your subconscious go to work – time pressure stifles creativity, which needs an incubation period.

FOSTERING INNOVATION
Encourage an outward view - looking for inspiration from the world outside the organisation.
CRISIS MANAGEMENT

Stay calm and keep control in a crisis.

Nine audiences to target during a crisis:

1. Corporate Executives
2. Employees
3. Board of Directors
4. Customers
5. Vendors
6. Industry Analysts
7. Financial Institutes
8. Trade Associations
9. Regulators

ACT SWIFTLY
Take responsibility for dealing with the problem.

COMMUNICATE FULLY
Know in advance who you need to contact in the event of a crisis.

EMOTIONAL INTELLIGENCE

Control your emotions, and the effect they have on other people.

SELF-AWARENESS
Become more aware of your personal moods, emotions and drives and what causes them.

SELF-REGULATION
Work on controlling disruptive impulses and moods, perhaps by counting to ten or breathing slowly.

EMPATHY
Consider how others are likely to react emotionally before you act - put yourself in their shoes.

90% of top performers have high Emotional Intelligence

Schmidt, 2012
ETHICS

Making ethics an everyday reality.

A fifth of employees (19%) say that honesty is practised “Occasionally/Rarely/Never” in their organisation’s daily practices.

THE ONLY WAY IS ETHICS
Being ethical means doing the right thing even when not required by law or policy.

HOW YOU BEHAVE MATTERS
Be aware that your team will judge their workplace as ethical or unethical based on the way that you behave.

EVERYDAY LEARNING

Getting the most out of formal, informal and experiential learning.

70% of learning comes through experience

10% through formal learning in the classroom

20% comes through social learning

MAKE FORMAL LEARNING WORK
Brief your team member ahead of any course and follow-up as soon as they return.

EVERYONE’S A TEACHER AND EVERYONE’S A LEARNER
Be open to reverse mentoring, which allows more experienced staff to learn from those with new and different perspectives.

LEARN FROM EVERY SUCCESS AND DIFFICULTY
Encourage your team to debrief after every success to make sure lessons are learned and successes are repeated.
LEADERSHIP SINS

Avoid the most common sins of leaders.

CONTROL FREAKERY
Give your team the space to breathe – a sense of autonomy is a great motivator.

AVOIDING CONFLICT
Tackle conflict swiftly – if you ignore the situation it will only get worse.

DITHERING
Be prepared to analyse a situation and make a quick decision when the situation demands it.

BEING LOVED
Accept that you cannot be loved by everybody and that this is one of the challenges of leadership.

THE IMPORTANCE OF SMALL TALK
Look for mutual value from every relationship.

VANITY
Be open to feedback from others about your role as a leader.

PRACTICAL LEADERSHIP

Make leadership an activity, not a position.

HAVE A CLEAR VISION
If you don’t know where you’re going, you’re likely to end up somewhere else.

SHOW THEM HOW IT’S DONE
Setting an example means not avoiding the unpleasant jobs, so show you can get your hands dirty.

SHOW YOU BELIEVE
Always be on the lookout for actions that deserve praise and be quick to do it.

DEAL WITH PROBLEMS
When you delegate and things go well, it’s the person who’s done the job that takes the credit, but when things go wrong, it’s you the leader who carries the can – don’t try and shift the blame down the line.
Making and testing business decisions.

**THE THREE STAGES OF TEAM DECISION MAKING**

1. Develop a sharply focussed question.

2. Give yourself choices. And be flexible; avoid rigor mentis – a rigid mind.

3. Imagine future worst and best case outcomes.

**TEAM DEVELOPMENT**

**FORMING:**
In this initial phase, take a strong role in directing the team.

**STORMING:**
Resolve conflicts swiftly if they occur.

**NORMING:**
Take a step back and help team members to take further responsibility.

**PERFORMING:**
Recognise the contributions of others and ensure that credit is awarded where due.