


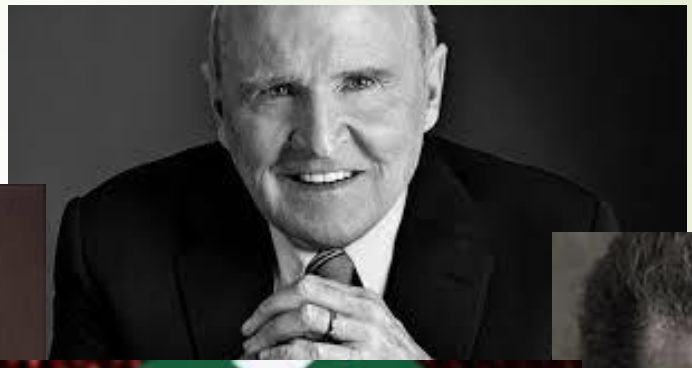
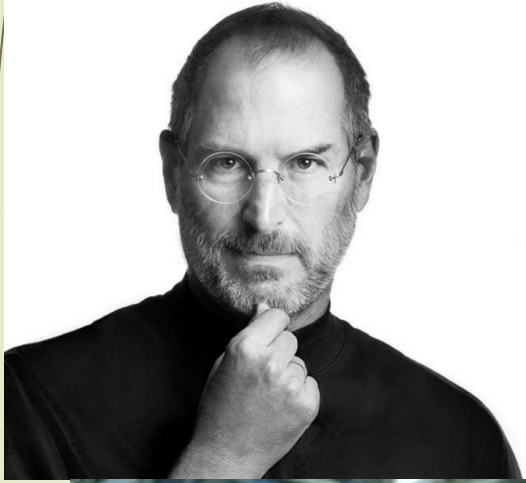
Leadership & Motivation

What is a Leader?



What is a
Leader?

Great Leaders





Traits of
Great
Leaders

They **L**isten

They **E**ngage People

They are **A**ccountable

They **D**evelop People

They **E**mpower People

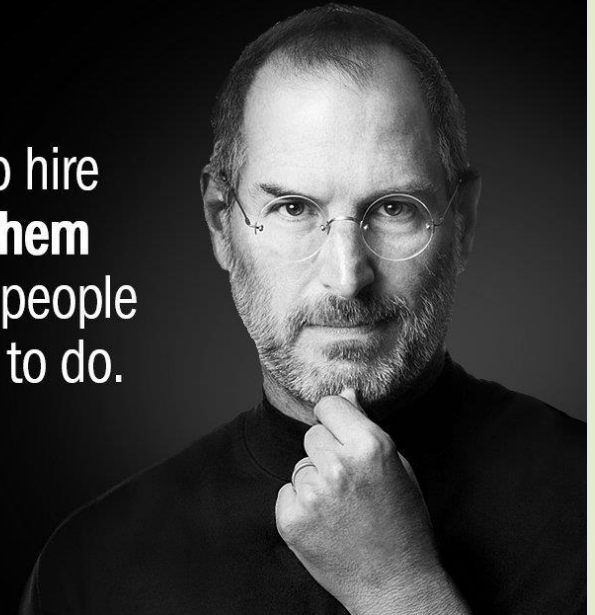
They show **R**espect

Listen

It doesn't make sense to hire smart people and **tell them** what to do; we hire smart people so they can **tell us** what to do.

– Steve Jobs

AZ QUOTES





Why is
Listening
so
Important
?

Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional



Engage

Tips for Successful Engagement

- Get to know them.
- Provide them with the tools for success.
- Let them know how the company is doing.
- Support them and the authority you've granted.
- Recognize your team and their hard work.
- Encourage teamwork among employees.
- Find employees that care about the customer.
- Listen to and act on employee feedback.
- Motivate, inspire and coach your employees
- Encourage their personal development.



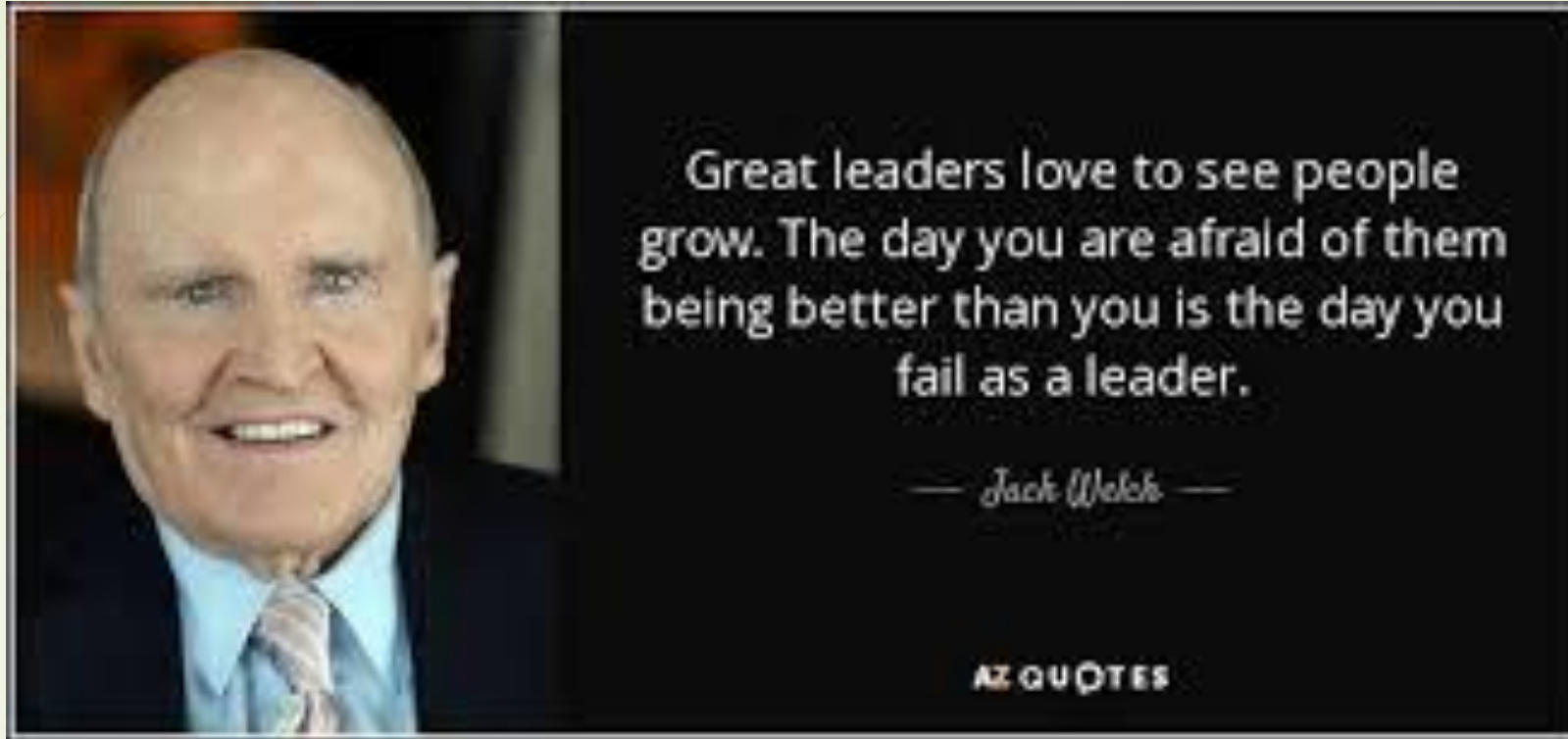
Accountable



Lead by Accountability

- 1. Leaders take full responsibility for decisions
- 2. Leaders take responsibility for communication
- 3. Leaders always think and say, “We” instead of “I.”
- 4. Leaders run effective meetings
- 5. Leaders transform problems into constructive feedback





Develop



Developing your People

1) Professional Training

2) Coaching & Mentoring

3) Cross-Departmental Training

4) Develop “Soft-skills”


Empower



Empowering People

- 1. Delegate to develop**
- 2. Set clear expectations**
- 3. Give employees autonomy over assignments**
- 4. Provide necessary resources**
- 5. Give constructive feedback**
- 6. Accept ideas and input**
- 7. Communicate the vision of the organization**
- 8. Recognize employees for hard work**





I've learned that
people will forget what you said,
people will forget what you did,
but people will never forget
how you made them
feel.

- Maya Angelou



Respect

Showing Respect

- Treat people with courtesy, politeness, and kindness.
- Encourage workers to express opinions and ideas.
- Listen to what others have to say before expressing your viewpoint.
- Use peoples' ideas to change or improve work.
- Treat people the same Implement policies and procedures consistently, so people feel that they are treated fairly and equally.
- Praise much more frequently than you criticize.





Traits of a Great Leader

1. Honesty and Integrity

2. Confidence

3. Inspire Others

4. Commitment and Passion

5. Good Communicator

6. Decision-Making Capabilities

7. Accountability

8. Delegation and Empowerment

9. Creativity and Innovation

10. Empathy

1. Treat them like a piece of production equipment, instead of a brilliant collaborator.
2. Don't give your teammates visibility into the department's or the company's plans.
3. Divide and conquer your team by playing favorites
4. Use punishment as a tool
5. When your team has a victory, don't mention it.
6. Stay in your office with the door closed and ignore your employees' email and voice mail messages.
7. Overload your employees with crushing amounts of work so that they'll never have an idle moment.

The 7 Deadly Sins of Bad Management

Motivation Tips

1. Understand that everyone is motivated differently
2. People don't always know what is motivating to them
3. Fear works for only a short time
4. Work with people to set specific, achievable goals
5. Provide challenge and variety in the work place
6. Take the time to focus on building relationships
7. Frame discussions in the positive
8. Recognize sincerely and in a timely manner
9. Keep working at it



Ways to Motivate Your Teams

1. Pay your people what they are worth
2. Provide them with a pleasant place to work
3. Offer opportunities for self-development
4. Foster collaboration within the team
5. Encourage happiness
6. Don't punish failure
7. Set clear goals
8. Don't micromanage
9. Avoid useless meetings



QUESTIONS

