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Traits of Great Leaders

- They Listen
- They Engage People
- They are Accountable
- They Develop People
- They Empower People
- They show Respect

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Listen



— Steve Jobs

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Why is Listening so Important?

Hearing <ul style="list-style-type: none">• Accidental• Involuntary• Effortless	Listening <ul style="list-style-type: none">• Focused• Voluntary• Intentional
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“ TAKE CARE OF YOUR EMPLOYEES, AND THEY’LL TAKE CARE OF YOUR BUSINESS. IT’S AS SIMPLE AS THAT. HEALTHY, ENGAGED EMPLOYEES ARE YOUR TOP COMPETITIVE ADVANTAGE ”



Richard Branson

Engage

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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.



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Accountable




WITH GREAT POWER COMES GREAT RESPONSIBILITY.


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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



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Great leaders love to see people grow. The day you are afraid of them being better than you is the day you fail as a leader.

— Jack Welch —

AZ QUOTES

Develop



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Developing your People

- 1) Professional Training
- 2) Coaching & Mentoring
- 3) Cross-Departmental Training
- 4) Develop "Soft-skills"

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Empower



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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



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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

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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.



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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

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The 7 Deadly Sins of Bad Management

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.

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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



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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



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QUESTIONS



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