

52

LEADERSHIP REMINDERS FOR TODAY'S LEADERS

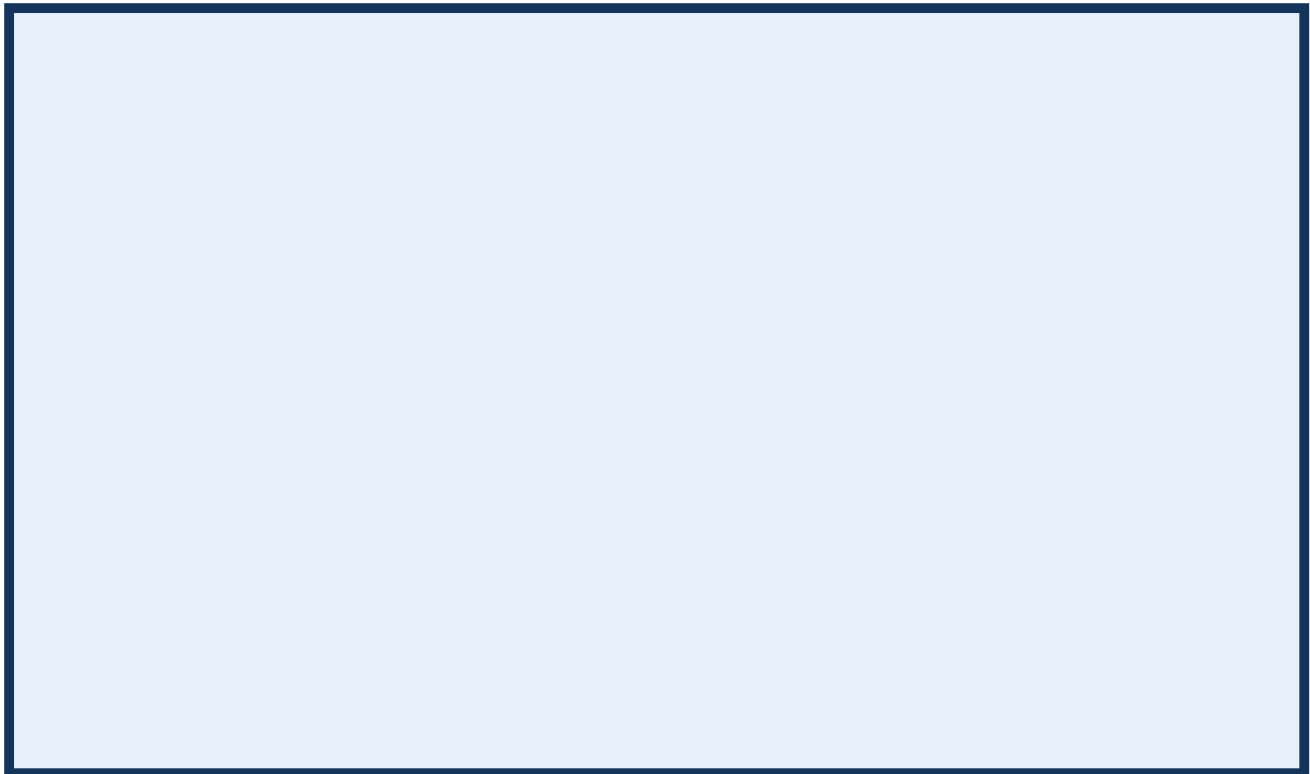


Mary C. Kelly

PhD, Commander, US Navy (ret)

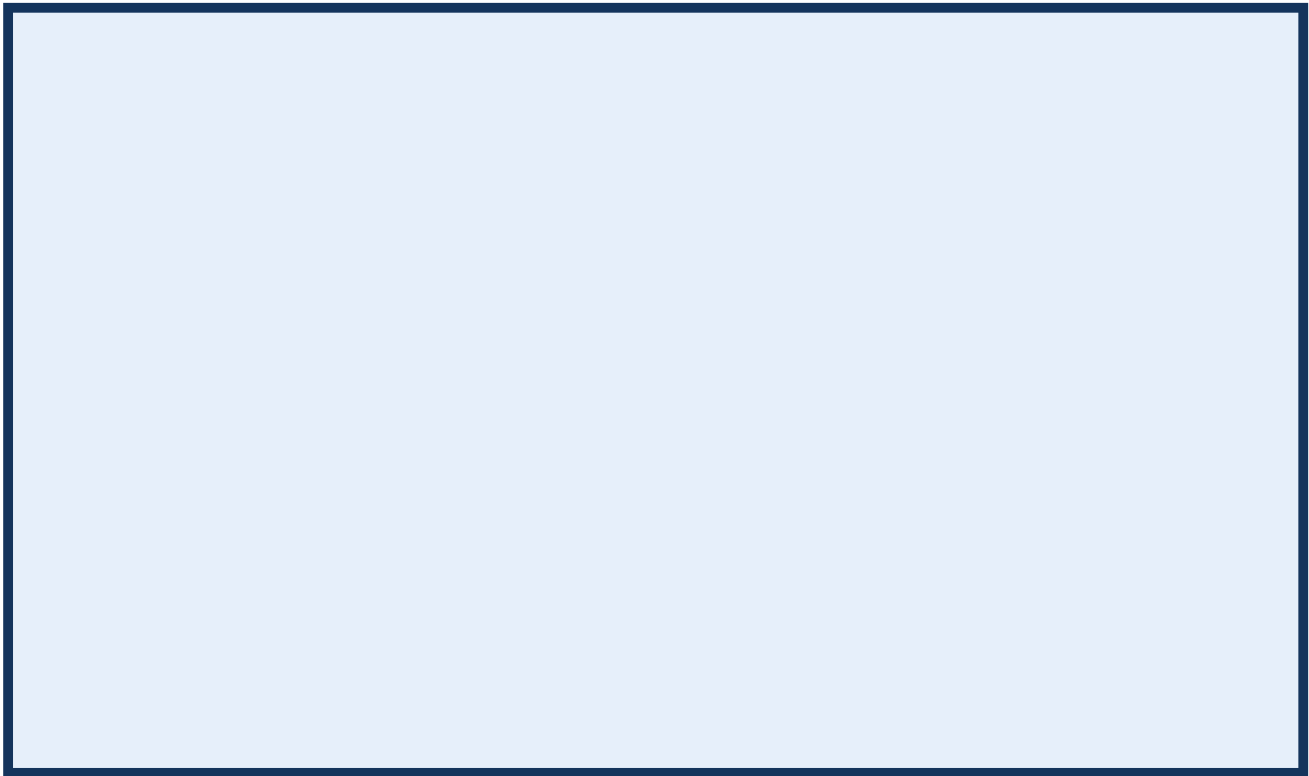
Communication

- ✓ Leaders know that communication is the #1 way we get things done. It is also the #1 way we mess things up.
- ✓ Leaders communicate a clear and compelling vision and specific goals to keep people focused and motivated.
- ✓ Leaders need to keep their people informed. People can handle bad news, but they struggle with being kept in the dark.
- ✓ Leaders understand that people need quality updates, education, and development to be constantly learning, so they view training as an investment in the long term stability and growth for the future.



Time management

- ✓ Leaders know that when they waste their employees' time, their people learn that their time is not valuable, so they waste time as well.
- ✓ Leaders need to be transparent about where they spend their time.
- ✓ Leaders have to triage their time and help their people triage their time.

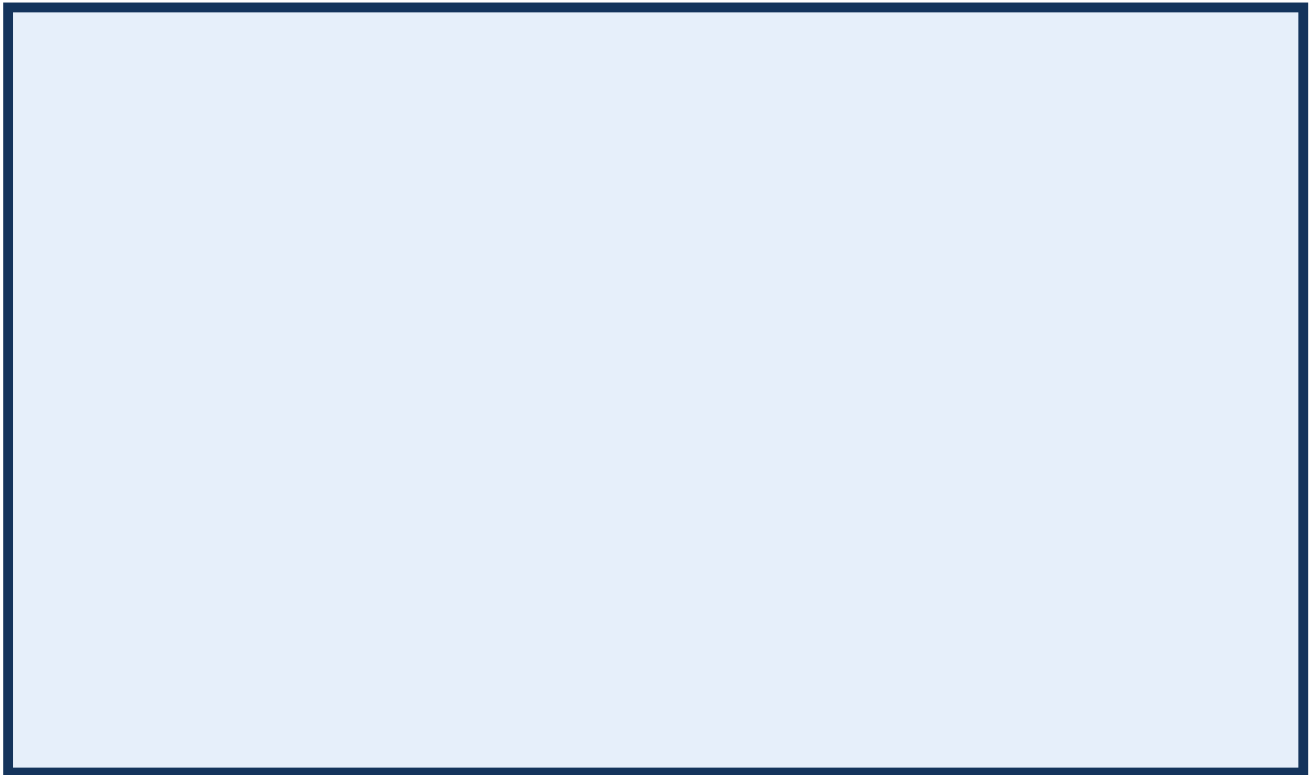


Development/Accountability

- ✓ Leaders take an interest in personal and professional development and career advancement of all of their people.
- ✓ When employees are not performing, great leaders know that they have to either fix the performance or fire the person.
- ✓ Leaders celebrate the wins - the real wins, in ways that matters to the team.
- ✓ Leaders know that top performers get discouraged when they are treated the same way as poor performers. Top performers have choices. Top performers will leave poor leadership.
- ✓ If you do not hold people accountable, no one will.
- ✓ Many leaders mistakenly practice **A.A.A.** - Arbitrarily Applied Accountability.
- ✓ Superstar performers need a little guidance and then they need to be left alone. Give them what they need and turn them loose.
- ✓ Sometimes people doubt themselves. Leaders help their people develop confidence when they encourage people to take action. Doing inspires confidence.

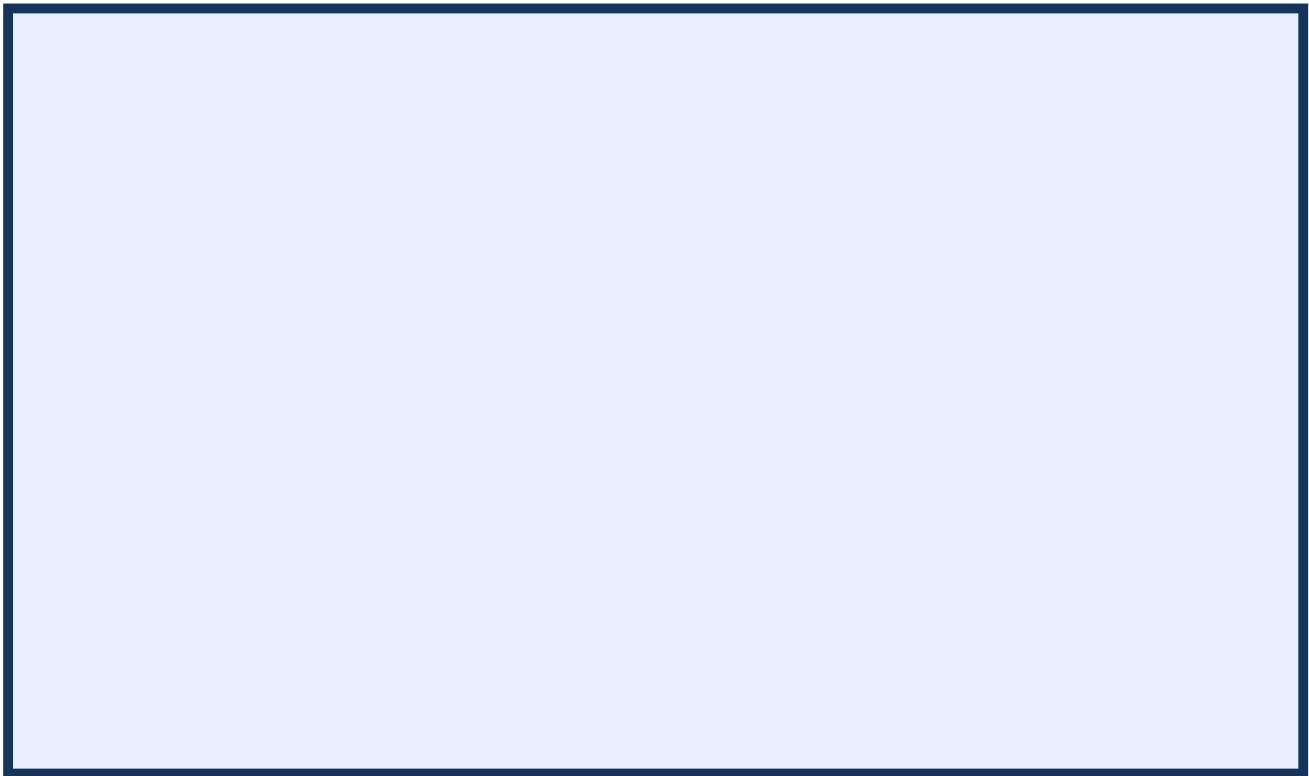
Delegation/Understanding Importance of Each Role

- ✓ Leaders know that tasks can be delegated, but as leaders they retain the responsibility for the actions of their people.
- ✓ Learning to support your boss is as important as leading your team.
- ✓ When delegating, be clear about outcomes, but allow for some creative freedom. People may do a job better than you anticipated.



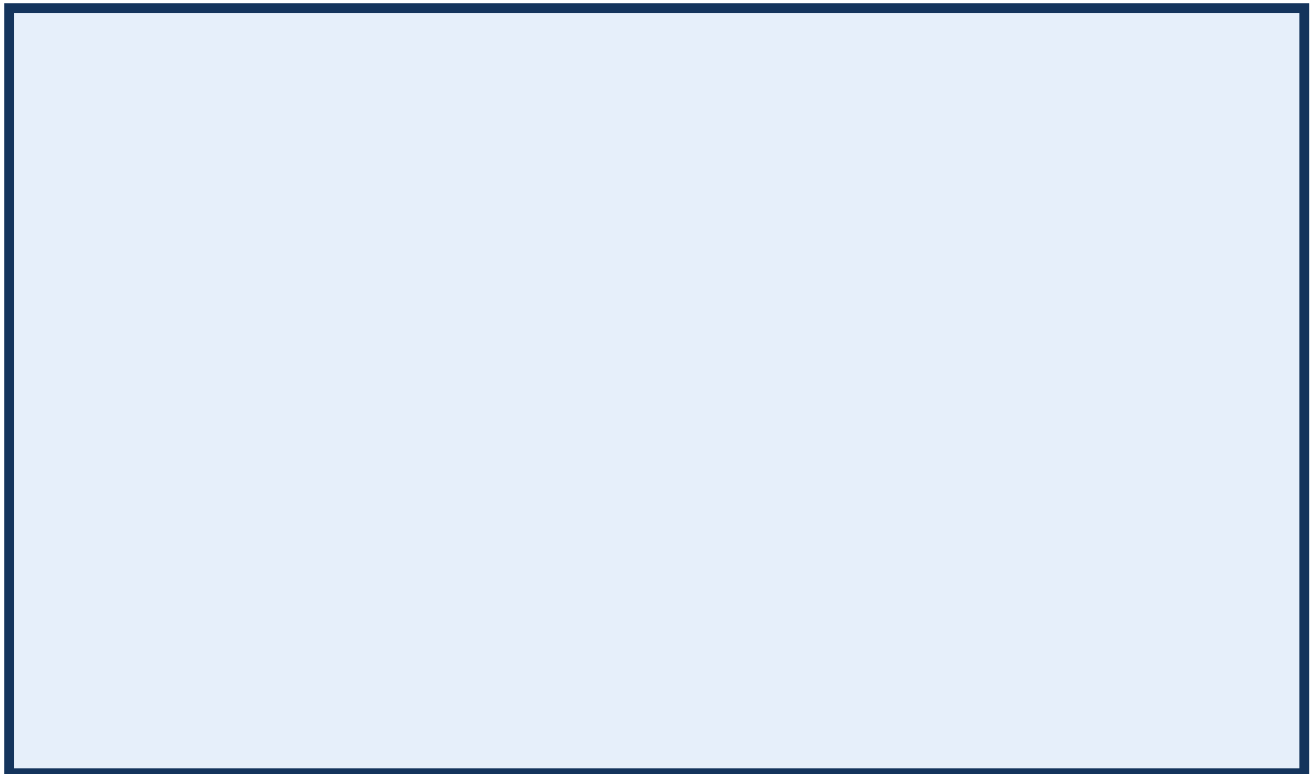
Failures/Opportunities

- ✓ Leaders know that uncertainty means a loss of productivity and morale. Remember, “Just wait until your father gets home?” Uncertainty.....
- ✓ Leadership failures and ambiguity cost losses - lost revenues, lost customers, and lost employees.
- ✓ Many people don't make decisions because they are afraid of being wrong.
- ✓ First time supervisors often struggle with conflict and disagreement



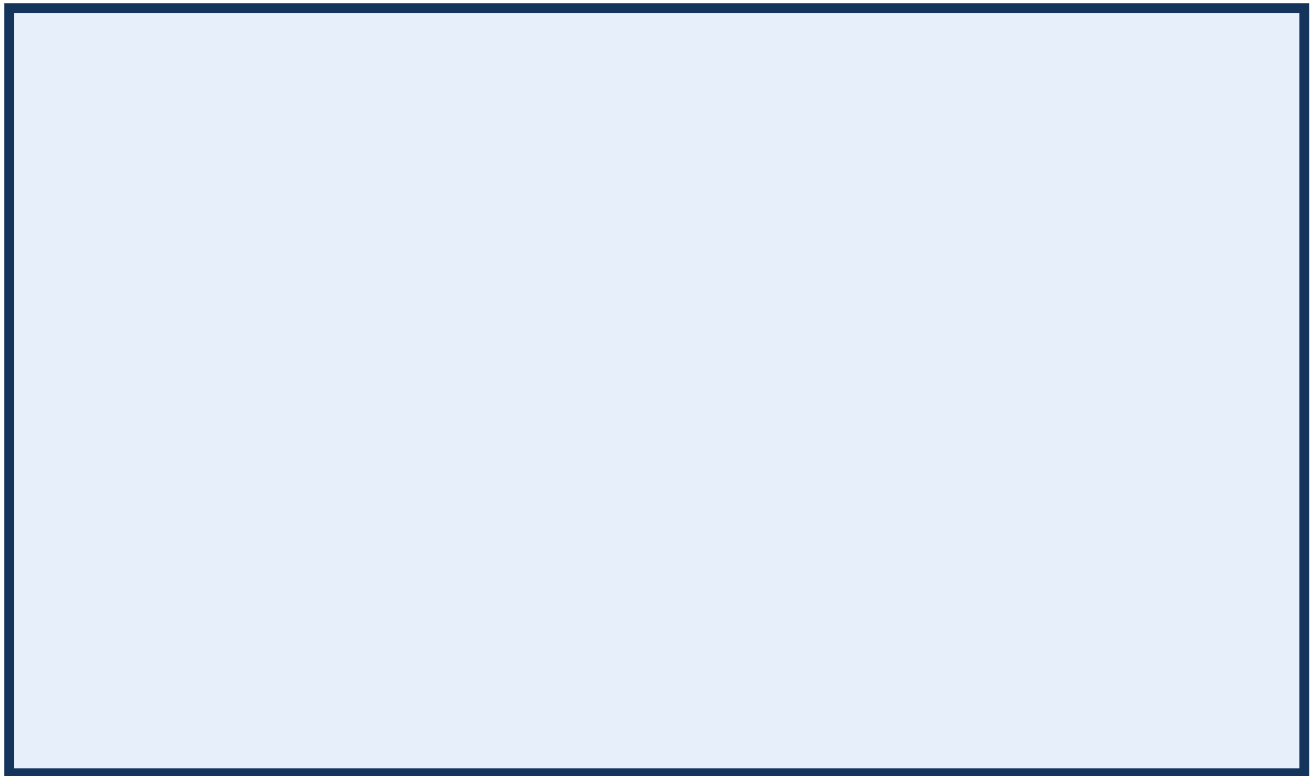
Adaptability

- ✓ Leaders know that they need to lean into conflict. Healthy conflict is a sign that people are expressing ideas and opinions. Instead of crushing conflict, embrace it.
- ✓ Leaders embrace change. They know work is constantly evolving, and change is always present.
- ✓ Leaders know that they have to effectively manage both people and technology.
- ✓ Leading change is helping people deal with chaos and confusion.



Trust/Team Buy-In

- ✓ When you make decisions, some people will not be happy. They will complain. Let it go. As a leader you are not going to make everyone happy all the time. Don't try.
- ✓ People assume trust in their leaders until their leaders break that trust.
- ✓ Leaders lose trust with their teams when they don't keep people informed. Transparency builds trust.
- ✓ Leaders assume trust, and as a result, your people earn that trust.
- ✓ Leaders don't abuse their position of authority.

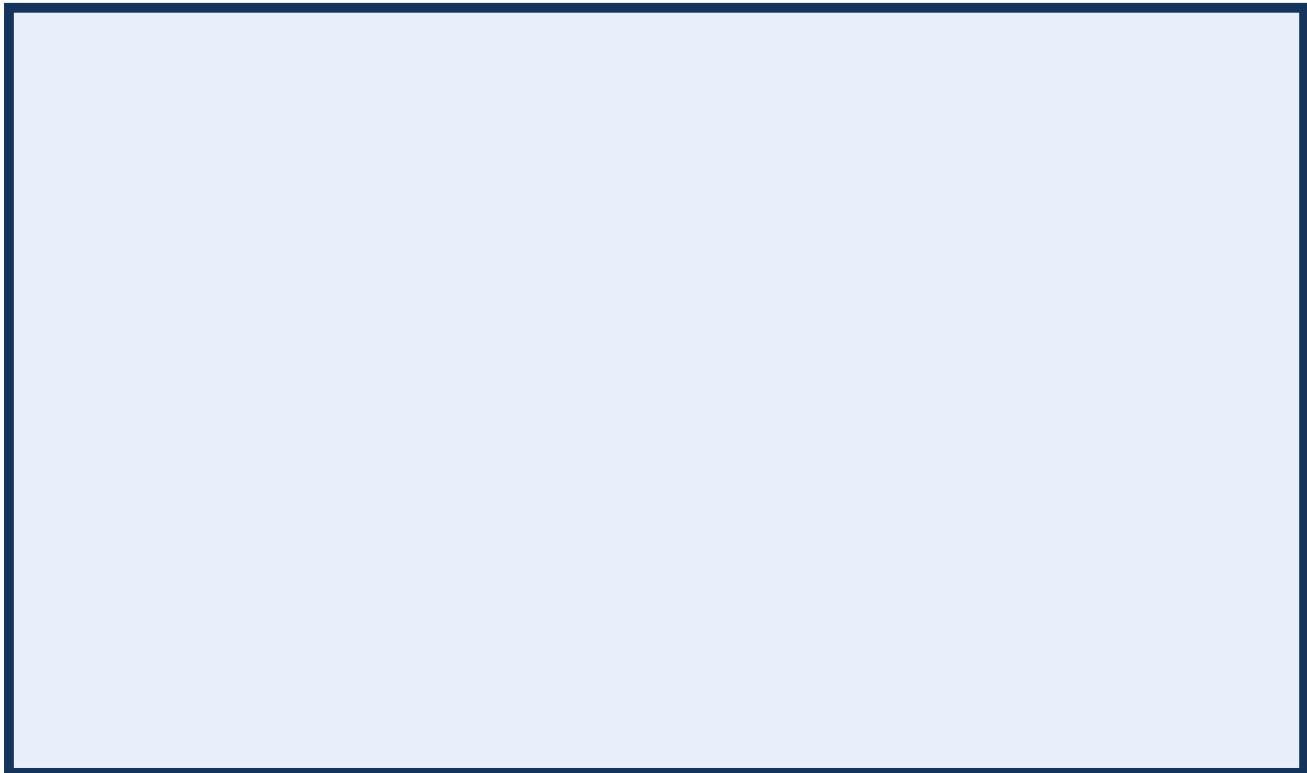


Lead By Example/Taking Ownership

- ✓ Your people treat your customers and clients the way you treat them.
- ✓ Leadership starts at the top, and it is necessary at all levels of an organization.
- ✓ Leaders need to remember that their people are watching their actions more than they are hearing their words.
- ✓ As a leader, people are watching what you do more than what you say.
- ✓ Leadership is not a job description. It is a culture.
- ✓ Corporate culture is obvious to clients and employees. Culture is an organizational reality.
- ✓ Leadership is the ability to inspire people to do more than what they thought there were capable of doing.
- ✓ When leaders make mistakes, they admit their mistakes and they fix them.
- ✓ Great leaders are always learning.
- ✓ Leaders know that we can always be better today than we were yesterday.
- ✓ All mistakes belong to the leader. All wins belong to the team.

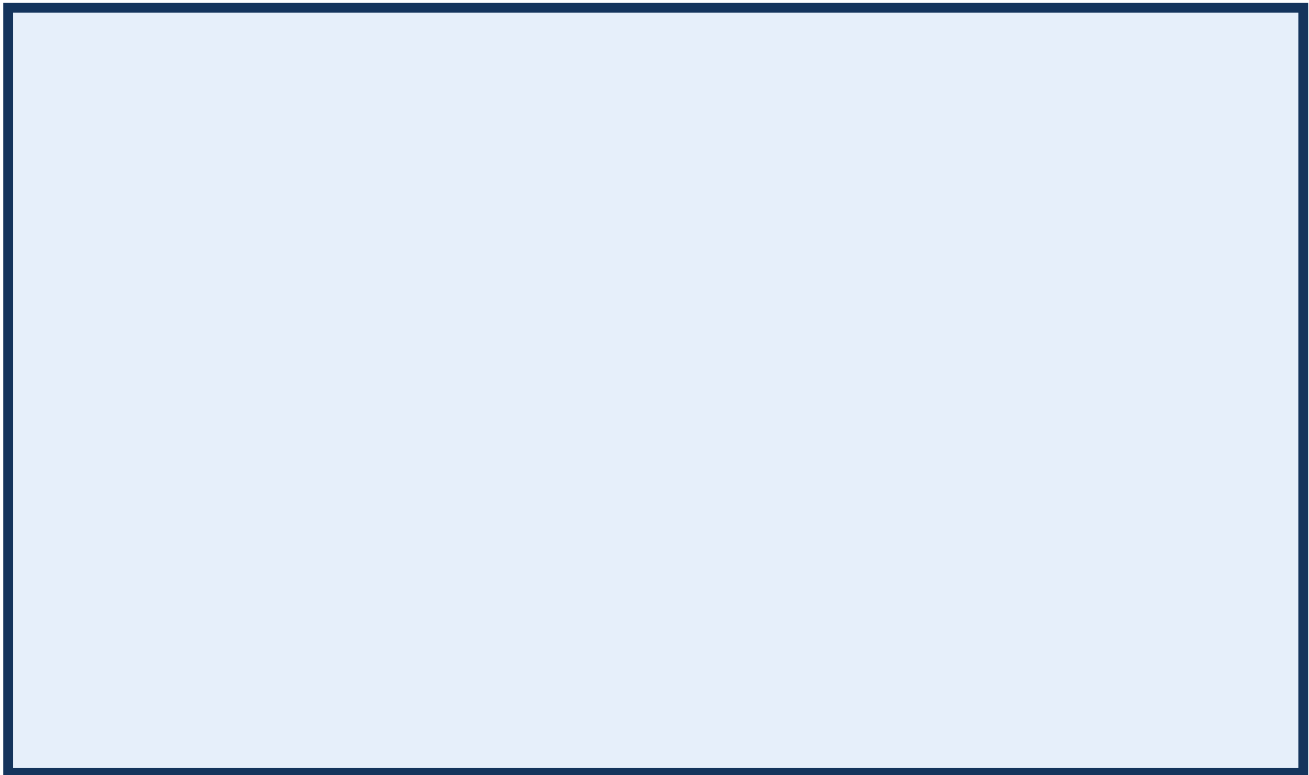
Confidence/Executive Presence/Decision Making

- ✓ Leaders make decisions, not committees.
- ✓ Leaders are paid to make decisions. Sometimes those decisions are not popular.
- ✓ Leaders clarify the discretionary authority of the people who work for them. Then they back them up.
- ✓ You will never have 100% of the information you need to make a decision. Get comfortable making decisions based on the information you have.
- ✓ Have the right tools to do the job right. If you are going to blow something up, make sure you have enough ammunition.
- ✓ All leaders know that to be a great leader you need to inspire great followers.



Empathy

- ✓ Leaders believe that their people want to do the right thing every day.
- ✓ Leaders default to the good.
- ✓ Technology cannot replace great leadership.
- ✓ Effective leaders know how to merge people and technology.



Integrity

- ✓ Professional integrity means people need to trust the people they work with. When a leader makes a promise, their word should be solid gold.
- ✓ Organizational integrity means assigning people based on the right vision and the needs of the organization, not on favoritism or personalities.
- ✓ Data integrity means being able to trust the information you are given from your people and your systems.



Contact Mary Kelly

PhD, Commander, US Navy (ret)



719-357-7360 (Office)



443-995-8663 (Cell)



Mary@ProductiveLeaders.com



www.ProductiveLeaders.com

Please join me on:

