

Leadership 101

HRDQ.

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PREVIEW



Course Objectives

Upon completion of this course, you'll be able to:

- Identify key characteristics of leaders
- Build trust and confidence with employees
- Avoid behaviors that undermine leadership
- Promote teamwork and esprit de corps
- Act decisively
- Demonstrate leadership in a crisis

Leadership 101

Chapter One: Leadership Lessons

PREVIEW

Who Was Your Favorite Teacher?

Think about your favorite teacher:

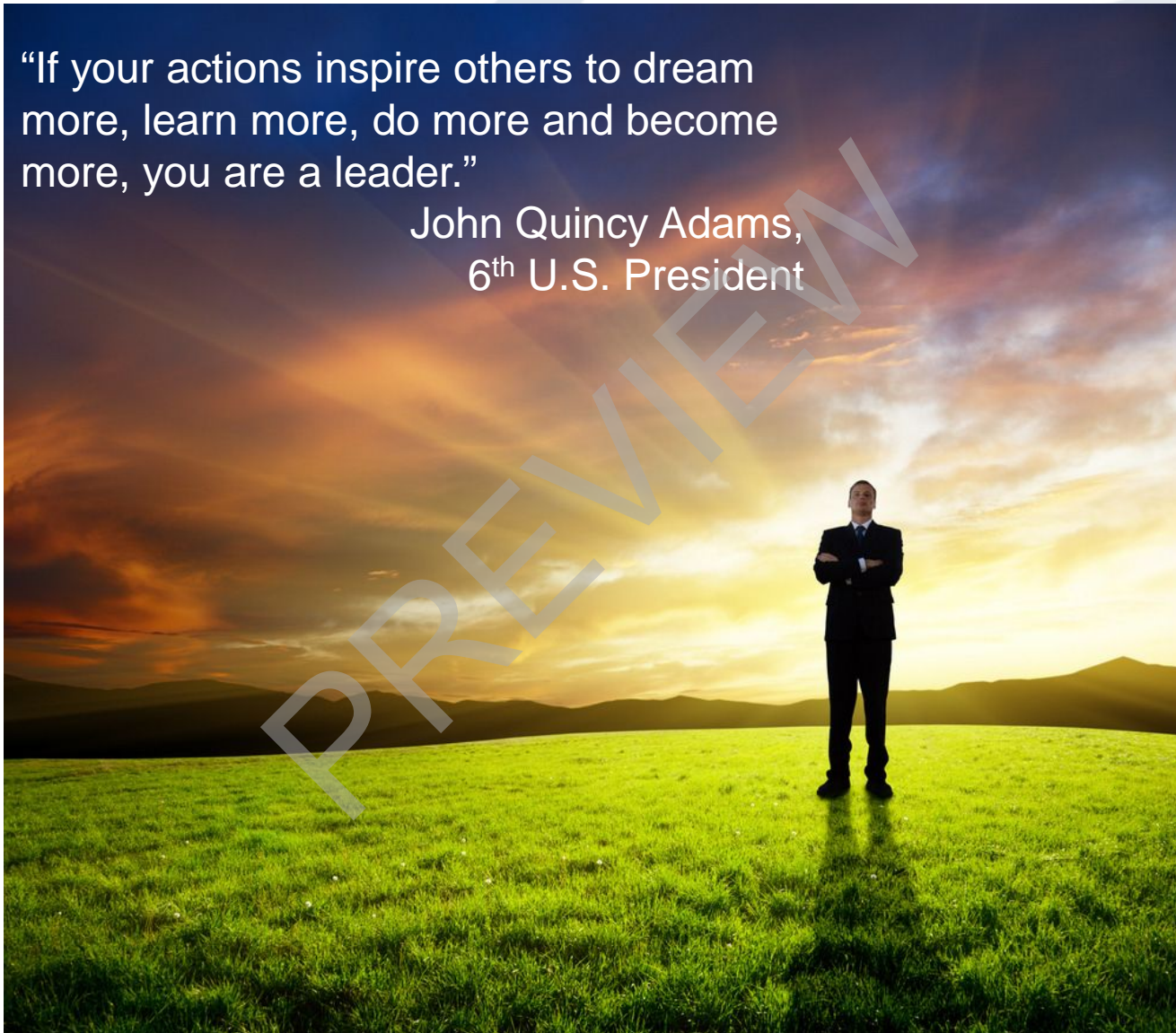
- What qualities or characteristics did he or she have?
- What behaviors did he or she demonstrate?
- What results did he or she achieve?

Many of the traits and behaviors of effective teachers translate to being an effective leader in the work world.



“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.”

John Quincy Adams,
6th U.S. President



Leadership Defined

Leadership is positively influencing others to accomplish a specific goal.

Leadership is a fuzzy concept—you know it when you see it, but it can be difficult to pinpoint the characteristics and behaviors that will guarantee someone will be a leader. Effective leaders exhibit the following traits:



- Have and share a vision
- Pursue excellence
- Communicate effectively
- Are trustworthy
- Build confidence
- Show enthusiasm
- Serve others

Have and Share a Vision

Vision is the ability to imagine the organization's future—and inspire others to work toward achieving that future.

Here are some examples:

- ***Girl Scouts:*** “Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.”
- ***Cirque du Soleil:*** “Invoke the imagination, provoke the senses and evoke the emotions of people around the world.”
- ***Local grocer:*** “We help families live happier and healthier lives by providing the freshest, tastiest and most nutritious local produce: From local farms to your table in under 24 hours.”



Create Your Vision

Answer the following questions to create an inspiring vision. The first question gets at the “what” while the second question gets at the “how” because effective leaders are concerned with both the ends (the “what”) and the means (the “how”).

- What is your winning idea?
- What do customers and other stakeholders value most about how your organization will achieve your winning idea?
- Refine these ideas into a succinct, inspiring statement.



Translate Vision into Everyday Activities

Vision matters because it guides (or it should) the ends and the means: What you want to accomplish and how you want to accomplish it.



Your vision should guide not only your activities, but those of your employees too. To connect your vision to their daily activities, involve them in answering the following questions:

- Where should we be?
- When should we be there?
- Where will we concentrate our efforts?
- How will we allocate our resources?

Make certain your vision maintains its relevance by periodically assessing ongoing tasks and responsibilities to determine if they support the vision, by looking for new ideas and opportunities that further the vision, and by ignoring day-to-day “noise” and staying focused on the goal.

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