

LESSONS IN LEADERSHIP - Module 2

Becoming a Better Leader



Key Points

Making a Difference

Everyone not only can make a difference – everyone does make a difference. Leaders should ask themselves and their people not “Did you make a difference today?” but “What kind of difference did you make?”

Six Skills to Help You Become a Better Leader

Skill 1: Self Mastery

We can't control everything that happens – but we can control how we respond or deal with a situation.

Skill 2: Creating Shared Focus

Leaders have to focus on activities that give them the biggest payback on their investment of time and expertise.

Skill 3: Power with People

A common weakness of many leaders is their inability to build relationships with the people they lead. If your people follow you only because they have to due to your title, you're not really leading.

Skill 4: Persuasive Communication

True leaders have ideas that are good for the people who follow them and good for their organizations - and they sell people on those ideas. Selling is positive influence – helping people make a decision that is good for them.

Skill 5: Strategic Execution

It's not what you know but what you do that matters.

Skill 6: Service

True leadership always benefits more than just the leader – it benefits the leader, the followers, community, customer, and the larger group as a whole

Applying the Six Skills



It's really about three things:

1. Leaders need to give clear expectations of what needs to be done.
 2. They need to get agreement from others for the desired course of action.
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3. And finally, they need to establish and enforce what the consequences are for failing to meet, meeting or exceeding the expectations.

Feedback

Between agreement and consequences there should be feedback. Any time you give somebody information they can't use to adjust their behavior, it isn't feedback – it's criticism. Information that doesn't inform, inflames.

Respect

How do you earn respect? By being credible. Credibility comes from three things:

1. Competence (being good at what you do)
2. Character (being trustworthy)
3. Connection (people follow you because they believe you have their best interests at heart)

The Heart of Leadership

The heart of leadership is responsibility and the secret to responsibility is keeping your commitments – and not just when it's convenient. It's about keeping your word.

Balance and Growth

“Every day, do something really hard, and every day, do something just for the pure fun of it.”

If you only do what you are capable of doing, you will never grow – you need to challenge yourself.

Ideas You Can Start on Tomorrow

1. Spend 15 to 30 minutes per day reading, studying, and thinking about leadership
2. Take a leader to lunch – and always pay for free advice by picking up the tab
3. Pick a silent mentor – one where you already know the good, bad, and ugly about them



Questions for Leading More Effectively Tomorrow

Ask yourself:

1. What needs to be fixed?
2. Who needs your attention?
3. What needs to be improved?

Then ask yourself if you're actually passionate about taking the initiative. If you aren't, don't do it.

