

Leadership 101: What You Do Matters. What You Don't Do Matters Too.

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"A Leader is one who knows the way, goes the way and shows the way"

John C. Maxwell

Two large, round lollipops with intricate swirl patterns are positioned on the left side of the image. The top lollipop features a mix of purple, blue, orange, pink, and white swirls. The bottom lollipop features red, blue, green, and white swirls. Both are mounted on light-colored wooden sticks. The background is a light-colored, weathered wooden surface with visible grain and some peeling paint.

DO YOU HAVE A LOLLIPOP MOMENT?

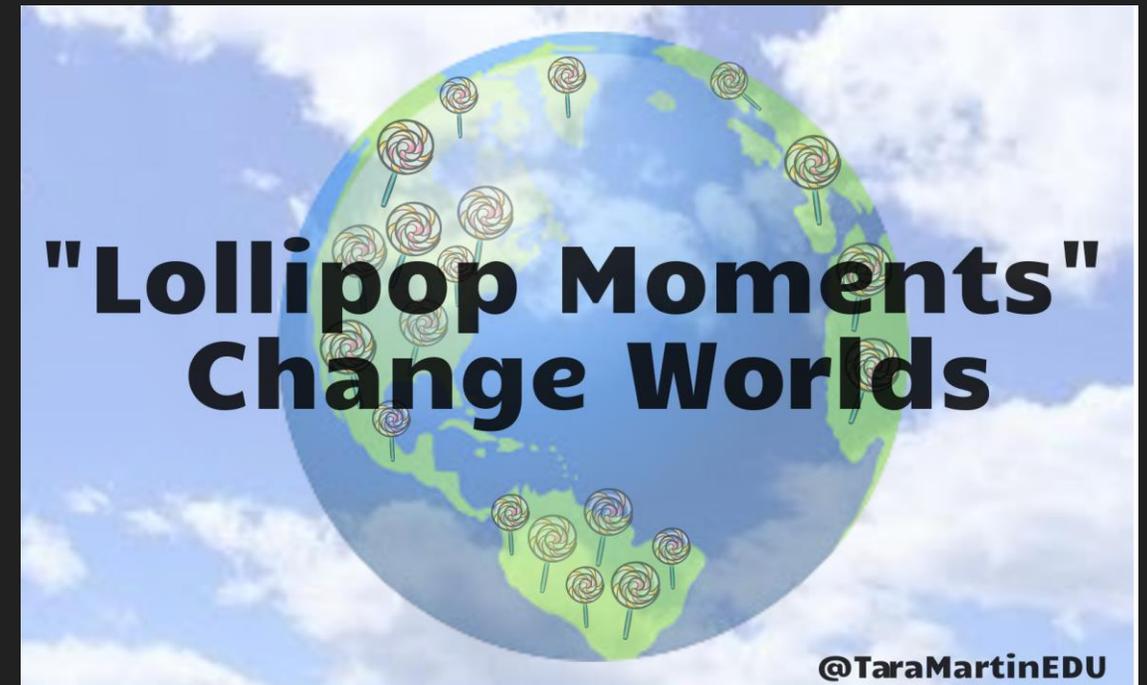
Redefining Leadership in Lollipop Moments

“What you do has far greater impact than what you say.”

Stephen Covey

What is a Lollipop moment?

“A lollipop moment is a moment someone said something and did something that made your life fundamentally better.”



Always Watching....



Communication Matters

- Leaders communicate every moment of every day. In their words. By their actions. With their inaction.
- Because people are watching and adjusting – sometimes to the subtlest of cues.

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Communication Matters

- We do not always realize the power of our own words and actions in everyday moments
- Redefine leadership about lollipop moments
- Remain aware of the opportunities to create lollipop moments with our staff

Communication Matters

- As a new leader, I was taken aback by how others reactions to my words and actions changed so quickly. As a team member, a snarky comment got barely noticed. As a leader, it became fodder for gossip, fear, and speculation.
- As a team member, I could forget something, and my forgetfulness was taken as a mere oversight. As a leader, not doing something signaled it was not important and others would shift their energy somewhere else.

Communication Matters

- As a team member, I could be friends with whoever I wanted. As a leader, friendships became equated with favoritism and people feeling they were either “in” or “out” of favor. When you’re a leader, others are listening to what you say, but even more so are looking to see what you do.

Communication Matters

*“People hear what
you say.*

*People see what
you do.*

Seeing is believing.”



Communication Matters

- ❑ **Acknowledge** the power we hold as a leaders.
- ❑ **Model** characteristics of a great leader daily during our visits and when working with our team member
- ❑ **Thank** others when they say or do something that impacts others.

Lollipops Combined with Health and Safety

Health and safety is about people.

The way in which we interact with people matters.



Lollipops in Health and Safety Example

- A health and safety expert once arrived at the scene of a rollover. One of the cardinal rules in transportation is to keep the rubber side down. The driver was on the side of the road on the opposite side of the scene. Parked and walked towards taking in the upside-down truck.
- The person arrived and said, "Are you OK?" He said he was, and he got him in his vehicle and then went to speak with the police. The only thing he remembered later was someone asking him if he was OK before asking how he had wrecked a quarter million dollar truck.

Lollipops in Health and Safety

One of the great things that the practice of health and safety does is to reduce the severity of the outcome of inevitable events where people make an error, or there is some other kind of failure.

safety
matters because **you** matter



A scenic landscape of mountains at sunset. The sun is low on the horizon, casting a warm, golden glow over the scene. The mountains are silhouetted against the bright sky, and the overall atmosphere is peaceful and inspiring. The quote is centered in the upper half of the image, with the author's name below it.

The key to successful leadership
is influence, not authority.

Kenneth H. Blanchard

Understanding Leadership



What Makes a
**Good
Leader?**

Understanding Leadership

6 Ways to *Succeed* as a *Leader*



Inspiring Commitment

- Recognize others' achievements
- Motivate employees



Leading Employees

- Delegate effectively
- Act with fairness



Strategic Planning

- Translate vision into reality
- Plan for the long-term



Change Management

- Facilitate organizational adaptation
- Manage resistance to change



Employee Development

- Coach to improve performance
- Provide guidance and encouragement



Self-Awareness

- Recognize personal limits
- Learn from mistakes

Understanding Leadership- Communication

- ❖ Communicating top-down, but also bottom-up. This includes;
 - They have to talk to the people they're leading regularly and have a consistent message that resonates.
 - This is what creates alignment and trust between people.
 - Empathy is also important when it comes to leadership.
“To improve engagement, leaders need to demonstrate that they care about their employees, to listen to them, involve them, and respond to their views”.

EMPATHY IN NUMBERS

92%

Of employees say empathy is undervalued

No.1

Empathy is considered the most critical leadership performance driver

50%

Companies with high empathy scores generate 50% more earnings

96%

Of employees say it's important a company shows empathy

40%

Only 40% of leaders have strong empathy skills

Understanding Leadership- Communication

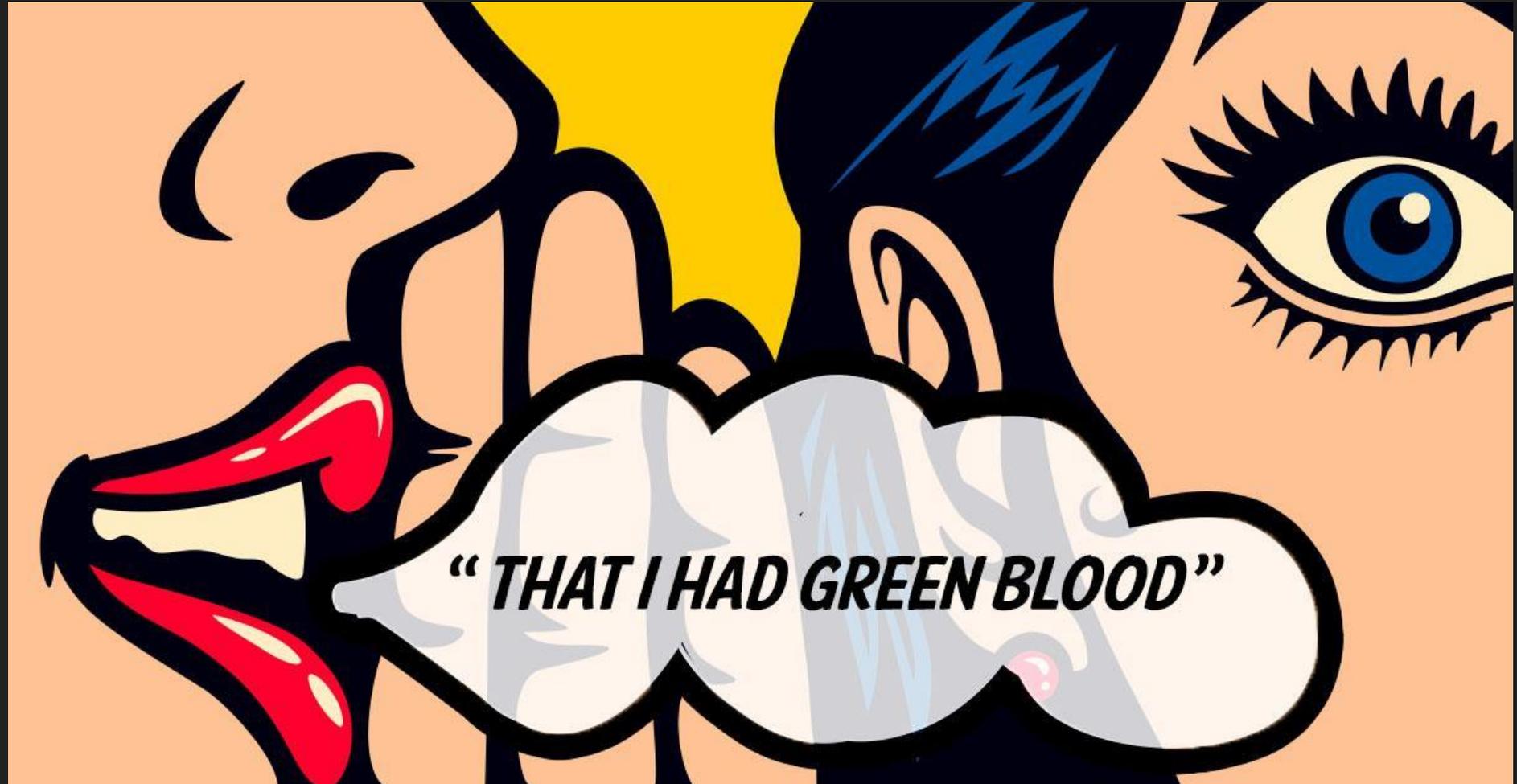
- The feeling of collaboration is essential.
- Everyone wants to feel like they're contributing something, that they're not just a cog in the wheel or a robot taking orders.
- Leaders create the space for that kind of contribution and empower the people they lead to accomplish that through upward feedback. They have the ability to make those people around them feel bigger and bolder. It's about the people they lead, not about themselves.

Understanding Leadership- Communication

- Communication is a balancing act.
- You might have a specific want or need, but it's super-important to treat work as a collaboration.
- We always want people to tell us their thoughts and ideas — that's why we have all these very talented people working with us.”
- Clearly, communication in the workplace is important for driving employee engagement

Understanding Leadership- Communication

I heard a
rumour...



Understanding Leadership-Having strong convictions, but continuing to learn

- Balancing communicating well with taking in feedback goes hand in hand with having strong ideals while being willing to put those head-to-head with new data points you're taking in.
- *“Great leaders are not head-down. They see around corners, shaping their future, not just reacting to it.”*

Understanding Leadership-Having strong convictions, but continuing to learn



Intellectually
Humble

Opinionated
Adaptors

Flexible
Visionaries.

Understanding Leadership-Having strong convictions, but continuing to learn

“the core of leadership starts with listening and then being able to balance the external points of view with a strong sense of self (values, direction, belief).”

Tomasz Tunguz

Understanding Leadership-Having strong convictions, but continuing to learn

Two battleships assigned to the training squadron had been at sea on maneuvers in heavy weather for several days. The visibility was poor with patchy fog, so the captain remained on the bridge keeping an eye on all activities.

Shortly after dark, the lookout on the wing of the bridge reported, "Light, bearing on the starboard bow."

"Is it steady or moving astern?" the captain called out.



Understanding Leadership-Having strong convictions, but continuing to learn

Lookout replied, "Steady, captain," which meant they were on a dangerous collision course with that ship.

The captain then called to the signalman, "Signal that ship: we are on a collision course, advise you change course 20 degrees."

Back came a signal, "Advisable for you to change course 20 degrees."

The captain said, "Send, I'm a captain, change course 20 degrees."



Understanding Leadership-Having strong convictions, but continuing to learn

“I’m a seaman second class,” came the reply. “You had better change course 20 degrees.”

By that time, the captain was furious. He spat out, “Send, I’m a battleship. Change course 20 degrees.”

Back came the flashing light, “I’m a lighthouse.”

We changed course.



Understanding Leadership- Having strong convictions, but continuing to learn

- Can you imagine the captain's anger then surprise once he realized that his only option was to change his own plan?
- He did not have to give up altogether but once he had the key information that was previously unknown, he immediately changed course.



Remember the Piece of the Pie Analogy

*“You only hold
one piece of
the pie in your
hands.”*



Challenge for the 2023 Season....

- Find one thing in your life where you are going to give up your determination and open yourself up to a paradigm shift.
- Just quit fighting and assume for a minute that you are the one that isn't getting it.
- Try to ask new questions; think about it completely differently or from someone else's perspective. Pick something you are just exhausted with.
- Your exhaustion might be a good sign that there is a potential paradigm shift in sight—you may find your own lighthouse.

Understanding Leadership-Trust and Transparency

- Building trust and driving transparency is one of the most important leadership characteristics.
- Employees expect their leaders to be trustworthy and share all the important information and company updates.
- Transparency = Trust



Understanding Leadership-Trust and Transparency

Here are five powerful things that happen when a leader can be transparent:

1. Problems Are Solved Faster
2. Teams Are Built Easier
3. Relationships Grow Authentically
4. People Begin to Promote Trust in Their Leader

Understanding Leadership-Trust and Transparency

Each of the preceding points is interdependent and builds upon one another. This naturally takes us to point #5: higher-levels of performance. The formula is simple:

Efficient problem solving + the ability to build teams easier + the development of authentic relationships + trust = higher levels of performance.

Understanding Leadership-Trust and Transparency

Trust in performance and principles

1. How much do I trust your team members to follow through?
2. How much do I trust team members to represent you and the organization?
3. How much do I trust your team members to bring good judgment?
4. How much do I trust my team members to practice an appropriate level of discretion?
5. How much do I trust my team members' underlying intentions and motivations?

If you do.... Why?

If you don't... Why?

Understanding Leadership=Understanding multi-generational workplace

- Great leaders have a very good understanding of the generational differences among employees in their organizations.
- Yet, only 6% of organizations strongly agree that their leaders are equipped to lead a multigenerational workforce effectively.
- This shocking statistic shows that leaders have a long way to go in understanding, supporting and managing organizations with various generations.

Understanding Leadership=Understanding multi-generational workplace

- Leaders and managers are accountable for 70% of employee motivation and happiness.
- One of the greatest characteristics of a great leader is the ability to motivate and empower employees no matter their age.

How do we motivate each other?



CITY OF COLUMBIA

Eighth St

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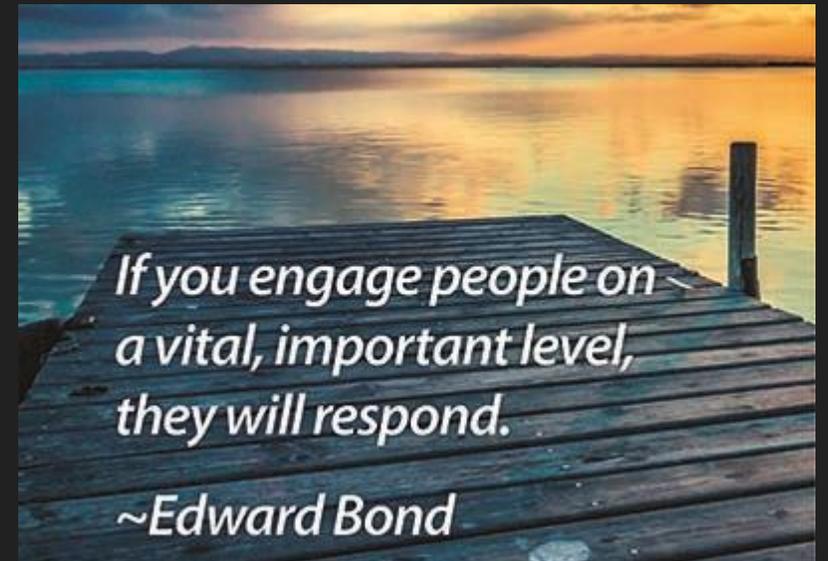
Understanding Leadership-Motivation

5 Qualities of a motivated leader:

1. Inspires others
2. Recognizes success
3. Demonstrates integrity
4. Communicates decisively
5. Shares the vision

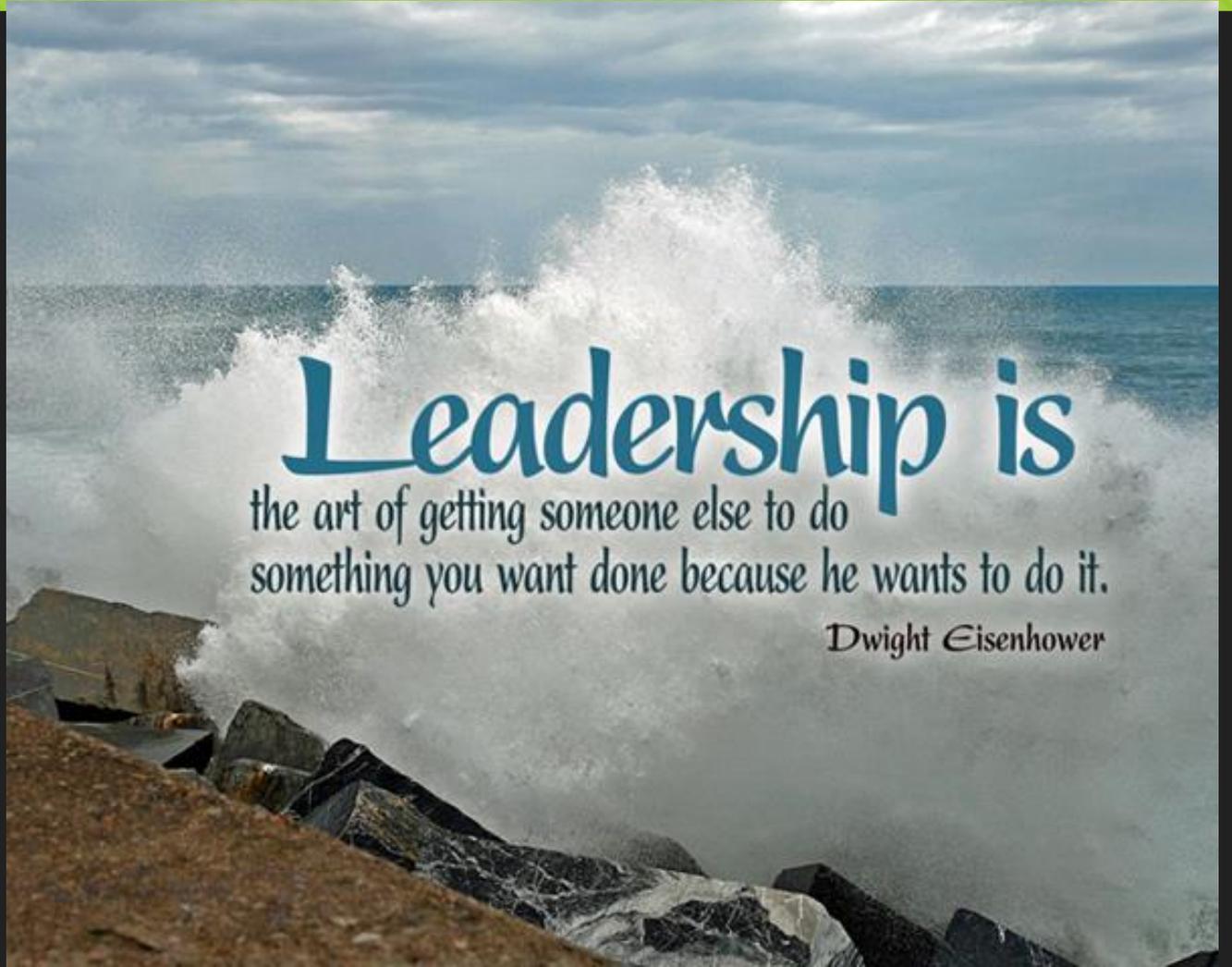
Understanding Leadership-Motivation

1. What is most important to us as leaders?
2. What is most important to the people we lead?
3. How can we connect these two?



Understanding Leadership

Remember...



Leadership is
the art of getting someone else to do
something you want done because he wants to do it.
Dwight Eisenhower

Understanding Leadership-Motivation



Motivation



Lollipop Moments