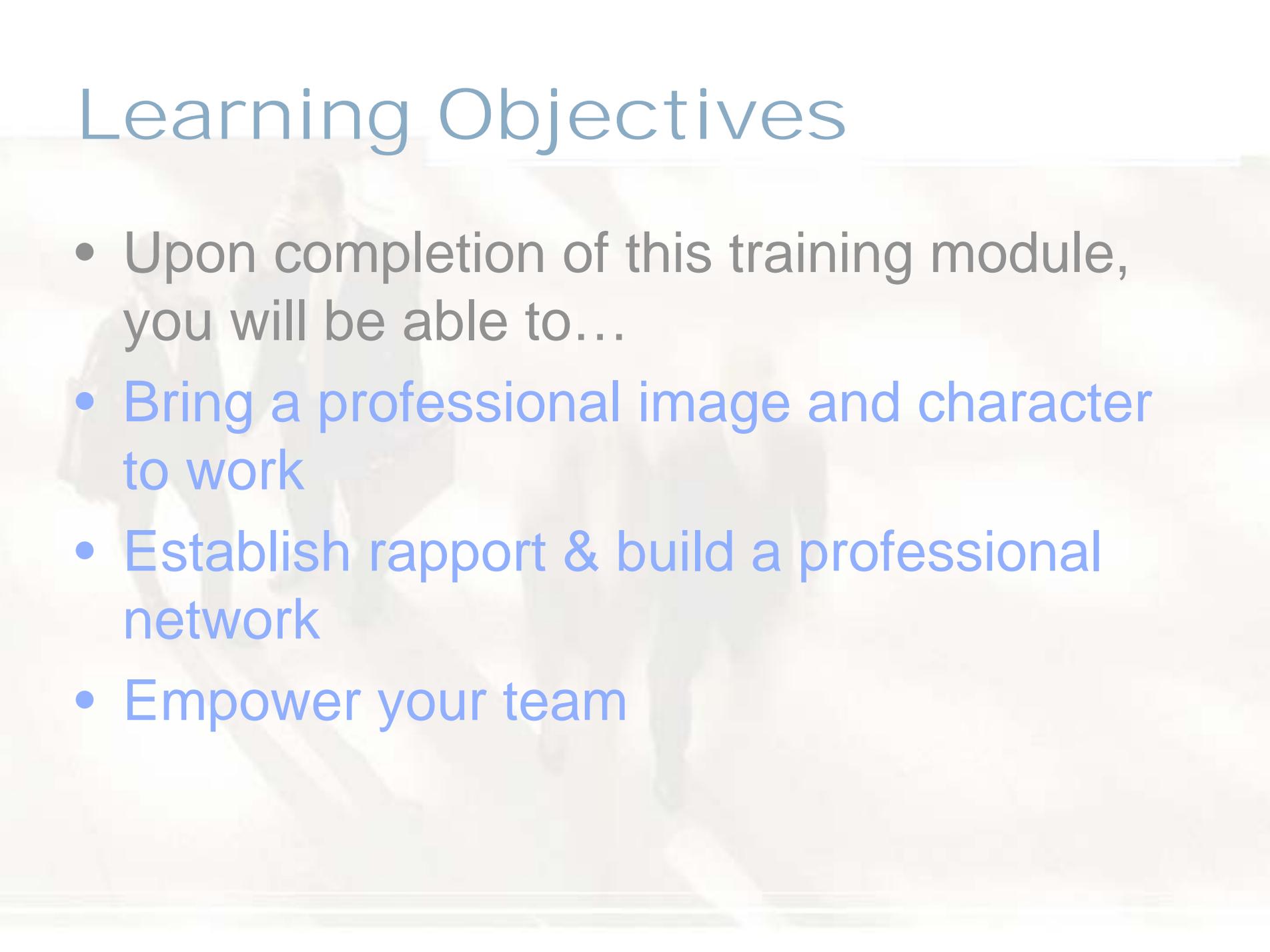# The Leadership Series:

Success Through People

Learning Objectives

- Upon completion of this training module, you will be able to…
- Bring a professional image and character to work
- Establish rapport & build a professional network
- Empower your team

The Power of People

- Out of all the resources at your disposal, the most important is **people**.
- When you invest in yourself and your team, everyone will enjoy increased efficiency and a more positive place to work.
- Your team will look to you, as their leader, to set the standard.

Professionalism

- Professionalism is the <u>conduct</u>, <u>skill</u>, and <u>character</u> expected of a member of a highly trained profession.
  - *Conduct* means actions taken
  - *Skill* is knowledge and ability
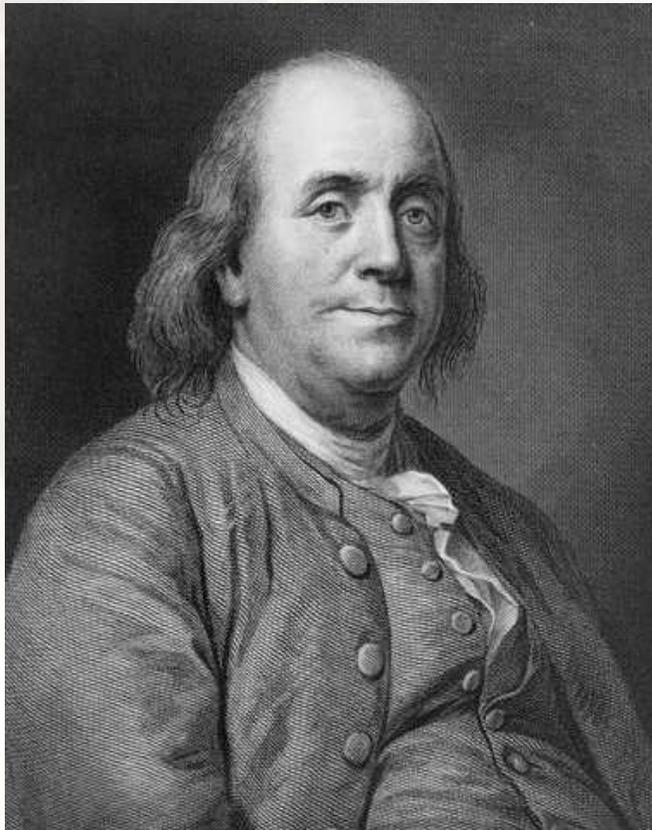 - *Character* refers to qualities that make each person unique, as well as their reputation

Character

"Leadership is a combination of strategy and character. If you must be without one, be without the strategy."

-Gen. H. Norman Schwarzkopf

Character Development

- *A character quality is a habit that you develop through repeated practice*
- Benjamin Franklin developed a unique system to help him improve his character. He focused on 13 virtues, such as Temperance and Humility.
- Franklin didn't try to work on them all at once. Instead, he would work on only one each week.
- He carried a little book with him and placed a tally mark each time he succeeded or failed at living that week's virtue. This way he could track his progress as he improved.
- To learn more about Ben Franklin's system, visit: http://www.flamebright.com/PTPages/Benjamin.asp

Managing Emotions at Work

- **Emotional contagion** is the tendency to catch and feel emotions that are similar to and influenced by those of others.
- To avoid spreading negative emotions in your workspace like a virus, try these tips:
  - Determine the source of your feelings. Is the anger or distrust caused by a bad experience in the past rather than something that is happening now? Could it be stress?
  - Express your feelings in a non-confrontational manner. This can be done by using "I" messages, where you say, for instance, "I feel angry because…" rather than, "You made me angry by…."
  - Acknowledge the other party's feelings as legitimate. Although you may feel differently about the situation, your opponent's feelings are real, and denying their existence or validity is likely to intensify them.
  - Request a "time out." This allows for regrouping emotionally and for reflection. Walk away from the situation.
  - Maintain a neutral body and voice. By keeping your body loose and your tone neutral, you are more likely to remain calm.

Communication

NON VERBAL COMMUNICATION

Spoken Word 7%
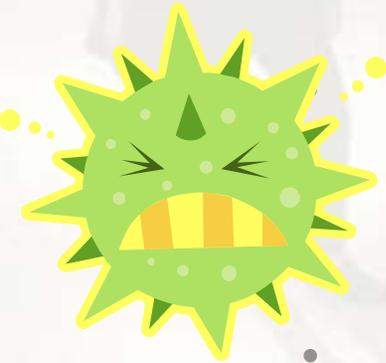
Tone of Voice 38%
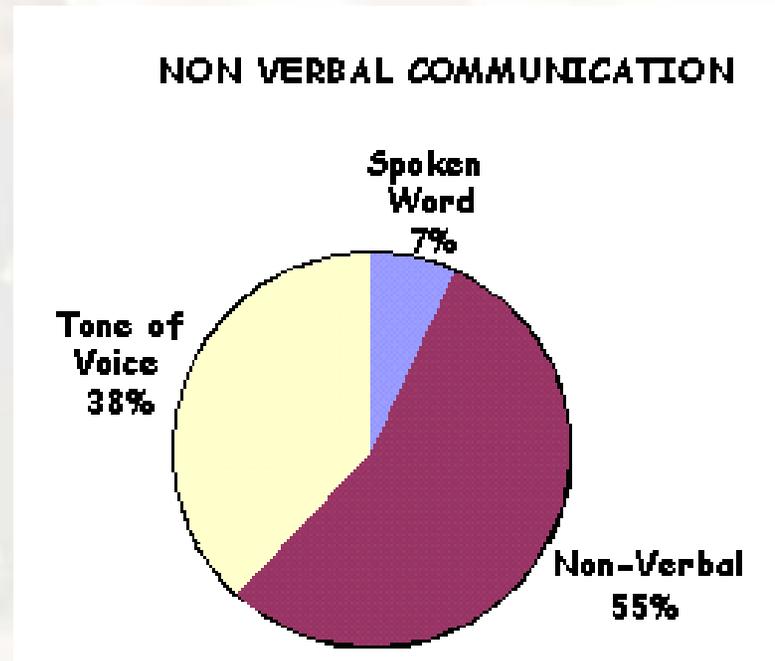
Non-Verbal 55%

The majority of communication doesn't involve words.
7% Spoken words
38% Tone of voice
55% Non Verbal

Building Rapport

– Building rapport starts when you first meet someone. Remember the old saying, "A first impression is a lasting impression."

– Judgments are made about you by the way you look, your clothes, hair, facial expressions, and your posture.

– When you dress with care, walk with command, extend your hand, smile, and greet a person with a secure tone of voice, you are letting that person know you are a person worthy of respect.

– Being an active listener is often more important in building rapport than being an active speaker.
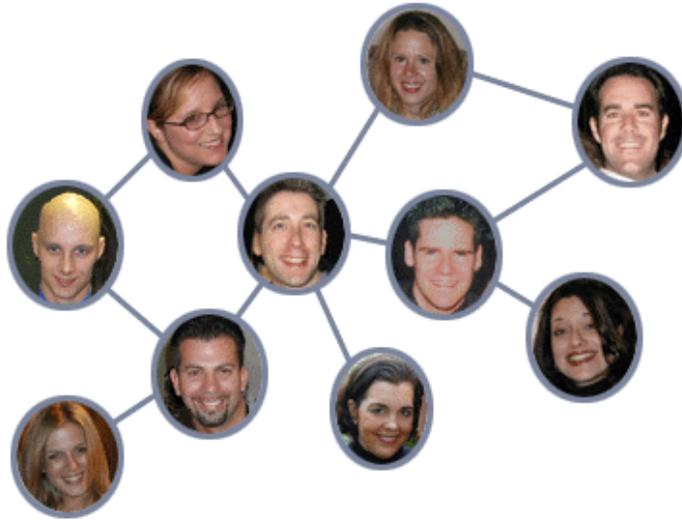
How to Establish Rapport

1. Dress well.
2. Smile when you first see the person.
3. Establish and maintain eye contact.
4. Be the first to say hello and extend your hand.
5. Use the person's name
6. Don't speak too softly or loudly.
7. Do some homework about the person you are meeting.
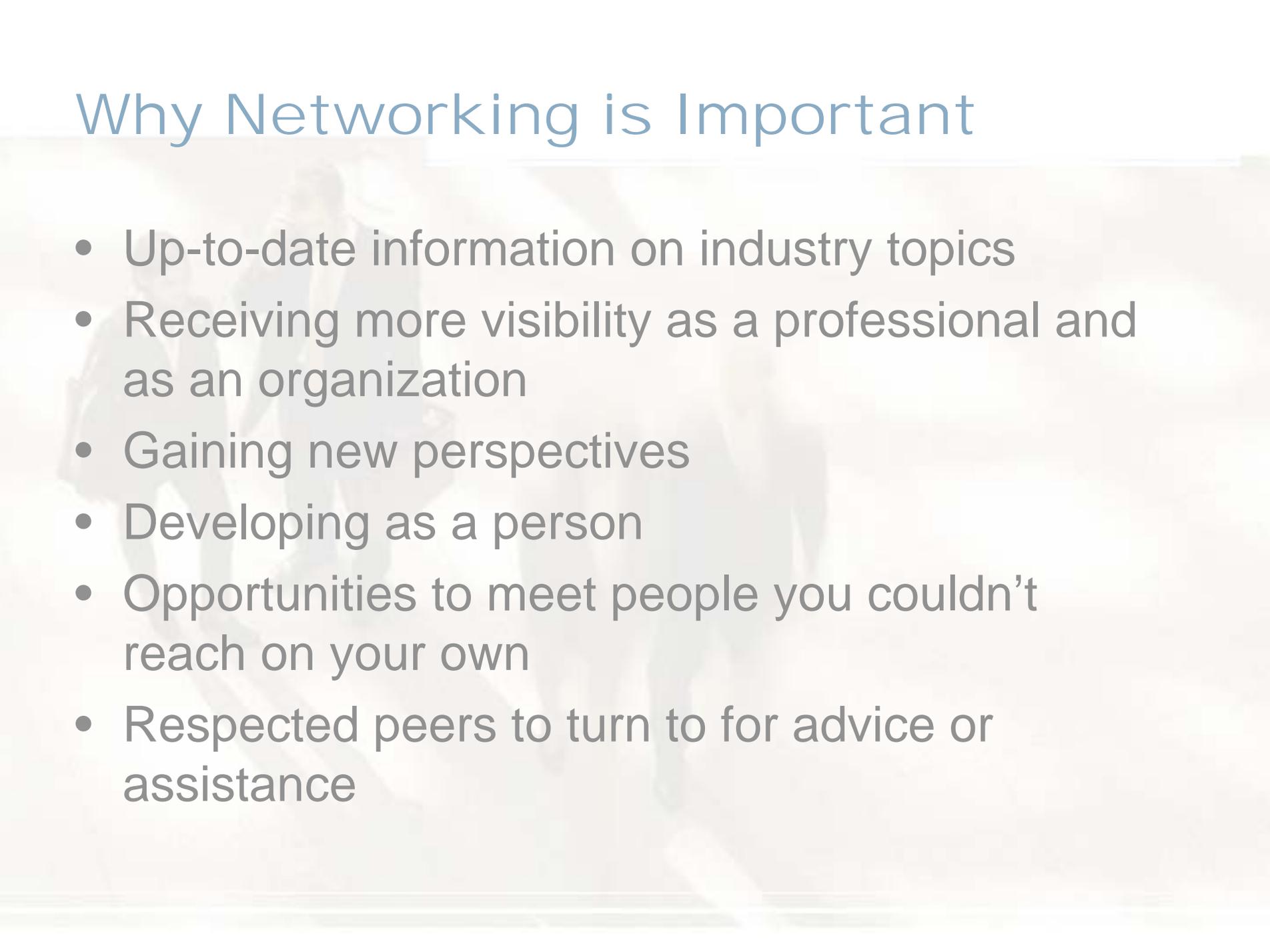8. Do more listening than talking.

Professional Networking

Networking is actively building connections with others and appreciating how these connections can enhance your own skills.

Why Networking is Important

- Up-to-date information on industry topics
- Receiving more visibility as a professional and as an organization
- Gaining new perspectives
- Developing as a person
- Opportunities to meet people you couldn't reach on your own
- Respected peers to turn to for advice or assistance

Networking Basics

- **Host social events**. Host a party or meet someone for lunch.
- **Join Linkedin or Facebook.**
- **Join your industry's professional organization.** They will often publish magazines and host networking events.
- **Save all the business cards** you receive during your networking activities. Mark down the date of each interaction with each person. Record who refers you to whom and how you followed up.
- **Use your alumni association.** Aside from maintaining a vast network of contacts, career service offices also offer a range of services. These include résumé critiques, career assessment instruments, seminars, and alumni networking clubs

Developing Others

"A true leader is not the one with the most followers, but one who creates the most leaders."

Empowerment

- Allow employees to participate in goal setting as much as possible
- Trust your people
- Delegate authority and opportunities, not just more work
- Provide frequent feedback
- Share as much information with your people as possible, keep them "in the loop"
- Celebrate success & reward personal initiative

Coaching
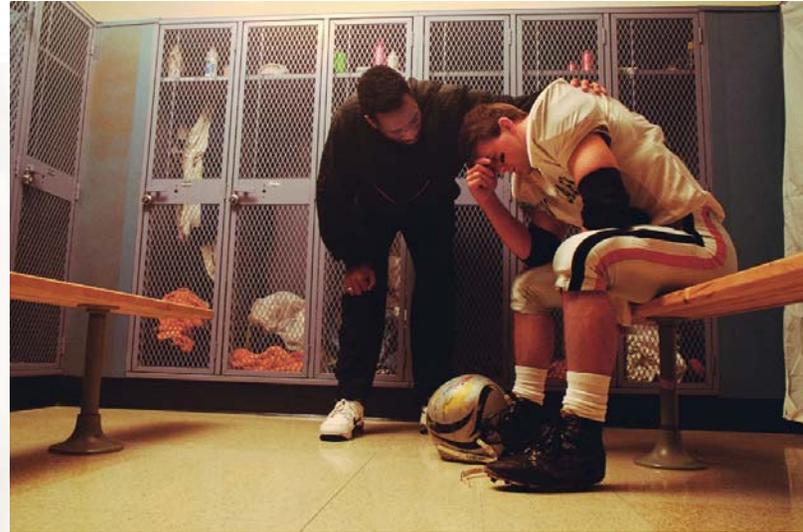
- Coaching is needed when performance is not meeting standards.
- To be effective, the leader should:
    – Establish a specific performance improvement goal
    – Remain positive
    – Gain the employee's buy-in – get them to commit to improve

Conclusion

- Being a successful leader involves a commitment to professional development:
  - Always bring a professional image & demeanor to work
  - Establish rapport & build a network within your industry
  - Use coaching & empowerment to develop your employees