

The Consultant's Corner

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INSIGHTS  SUCCESS
"Building On Strengths"

Six Secrets to Creating Leadership Momentum

No matter where you are in your career, taking the leadership role in your organization is a given. Here is the lesson about creating leadership momentum. It's not about you, it's about them.

True leadership begins through valuing others. In working with many law firms, major corporations and associations, everyone plays a leadership role, from the receptionist all the way through the organization to the top dog.

Does everyone on your team consider themselves a leader? *Why not?* What can you do to help others see their role?

Keep this **LEADER** acronym in mind as you lead your team, your personal life, and more importantly, yourself!

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"There is no short cut to a place worth going."

— Beverly Sills, opera singer

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Teach Your Employees' Communication Basics

Sharpen communication between you and your staff members by following these guidelines:

- **Really listen; don't "wait to talk."** When employees are speaking, focus on what they're saying and try to understand their complete meaning. Don't let your attention wander because you're thinking about how you'll respond.
- **Be concise. Don't monopolize the conversation.** Get to the point and give employees the chance to share their ideas.
- **Keep an open mind. Reserve judgment.** Consider all points of view and possibilities before you respond.
- **Show respect.** Convey your commitment to listening through your body language as well as through your silence. Don't slouch, fiddle with papers or carry on any side conversations.
- **Seek and confirm understanding.** When you're not sure exactly what someone means, ask for clarification. Then, to confirm that you understood, summarize what you heard.
- **Appreciate more than one right answer.** Each employee brings a different perspective to the discussion. Accept that problems can have more than one solution.



Reprint permission from: *Manager's Edge*, as adapted from Star Dynamics, Janelle Brittain, Oakhill Press, (540)877-1689.



ONE MINUTE IDEAS

Job Satisfaction in the United States

Job satisfaction has declined across all income brackets in the last nine years. While 55 percent of workers earning more than \$50,000 are satisfied with their jobs, only 14 percent claim they are very satisfied.

The largest decline in overall job satisfaction, from 60.9% to 49.2%, occurred among workers 35-44. This is also the worker group next in line for management and leadership positions.

The second largest decline took place among workers ages 45-54, with the satisfaction level dropping from 57.3% to 47.7%.

Source: The Conference Board, 2005. Adapted from Labor Storm Alert



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

— Margaret Mead

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L – Listen.

You cannot hear anyone's message if you are talking to yourself. Stop the mental terrorism and self chatter and say to yourself, 'My mind will not wander, I will give this person the respect they deserve.' Do you want respect when speaking to others? You get what you give.

E – Educator.

Knowledge Management is a hot topic. You can only turn the tacit knowledge (process and data) into explicit knowledge (application and wisdom) through positive communications. Knowledge is power to some people and they are not willing to share. These people and ultimately their companies are, simply put – doomed.

A – Adaptability.

Blessed are the flexible for they shall not be bent out of shape. Adapting to change is critical. The old theory of managing by fear is long gone. Boomers, Generation X and the Millennials (Gen. Y) must be adapted to!

D – Delegate.

Excellence in leadership is created by releasing your authority and responsibility through delegation. Fear? Sure! Give them the objective, hear it in their words (eliminate 'Do you Understand?' and replace with 'I want to make sure I explained it well, could you please play it back in your own terms.')" Most importantly, let them try it their way.

E – Empathetic.

Communicate with the intention of the other person in mind. Leaders can become ego centered and power hungry. Remember it's about them not you. Record yourself. Listen to the intent of the conversation. Is it about you or them? (Then erase the tape!)

R – Role model.

They watch every move you make, every sentence you speak. Want to motivate your group? You must work at creating a positive environment. Too touchy, feely for you? Tough. It is what works. Have fun, speak positively, stay focused and your team will follow.

What part of this acronym do you need to polish? The real secret to leadership momentum is understanding what you can do better. You are not going to change others - just yourself!

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