

Inspire for LIFE

SUCCESSFUL LEADERS DO THESE FIVE THINGS

by
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Introduction

Thank you for downloading this e-report or seeking a copy by e-mail.

The following pages will introduce you to understanding the 5 keys that ensures successful leadership.



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WHO IS A LEADER?

Leadership is ultimately about creating a way for people to contribute to making something extraordinary happen. Alan Keith, Lucas Digital.

A leader requires followers.

During our journey in life we often come across a person who really inspires us and who stands out from the others. It could be in a business environment or it could be as we go about our daily interests and life with people who help organise activities that we partake in during our recreational time. Each of these leaders has 5 key aspects that really set them apart. Here are 5 key aspects that set these exceptional leaders apart:

1. THEY CREATE A FEELING OF ENERGY, FUN AND EXCITEMENT IN THE ORGANISATION

When energy, fun and excitement are an integral part of your organization, your team will want to get to work. This kind of environment is full of exciting opportunities, learning new skills and improving processes.

What is your situation at work right now?

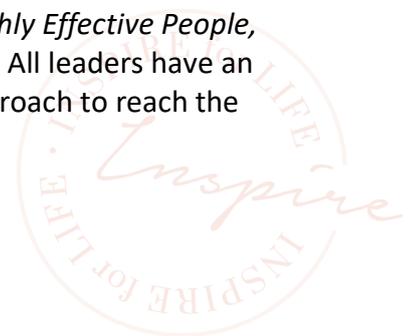
- Do you arrive at work full of energy?
- What indicators will show your response – and does your team notice these?
- Have you planned your day to include a list of objectives that require action?
- Does your list include a timeframe for accomplishment?
- Is it realistic and achievable?

It has been observed that your team is a reflection of you as a leader.... ponder these words and watch how you are reflected in your team.

- Does your leadership deliver the team you deserve?
- What changes do you need to make as a leader to align the team you deserve?
- Did you get a light bulb moment? The team you lead is often a reflection of your leadership – effective / ineffective / What reflection and response outcome/s How did you respond to these questions?

Many leaders have a great attitude – sometimes known as a “can do” attitude and irrespective of whether they have the skills to do the specific job, they have the inspiration and focus to motivate their team to see the vision. This creates a certain energy that allows all to harness the opportunity. Take a look at a sports coach (this is a form of leadership) and look at the focus required to get their team to be the best they can be and to realise the objective.

Author, Stephen Covey, says in his bestselling book *The 7 Habits of Highly Effective People*, “begin with the end in mind” and this is so true with great leadership. All leaders have an end objective and from that objective they work back in a planned approach to reach the start.



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It is important to set clear goals / objectives for yourself and your team so that the energy is focused on achieving that objective. Never take your eyes off the goal. Yes, you may want to refine, reflect and re-visit that objective, yet do it with an informed and comprehensive approach.

- Do you create a fun environment?
- What is your perspective on fun?

Working in a fun environment doesn't mean we have a party every day! It means we value our time at work and as leaders we create an enjoyable experience for each of the team. Recruitment of the right person for the right job goes a long way with achieving the best fit and with that comes the opportunity to have that fun environment.

Consider special events in the year and plan something special and fun to contribute to building a lighter and fun aspect at work. It can take many forms:

- Hold a morning tea one specific day each week for a month or two - provide donuts or fruit with the department / team
- Take 10 minutes out of your work day and structure either a 2-minute safety talk followed by some ad hoc discussion which will allow work to permeate through a social activity often giving an opportunity for people to speak freely in a secure environment
- Another way to create fun is to support some of the National fund raising – such as Jeans for Genes Day and allowing staff to wear appropriate jeans. These simple actions allow for fun to operate in the workforce and for you to lead the participation of the group

An initiative of Volkswagen's *thefuntheory.com*, showed via a YouTube video a great way to experiment with behaviours and for people to have fun! They experimented in Stockholm in a subway station where people selected an option to either take an escalator or walk the stairs. To make it fun they constructed a working piano keyboard over these normal stairs beside the escalator. Interestingly, 66% of people changed their behaviour and walked and skipped over this keyboard with the piano playing a tune to their steps.

Showing you have a sense of humour also provides a great time for connection with your team and allows for sincere rapport to develop.



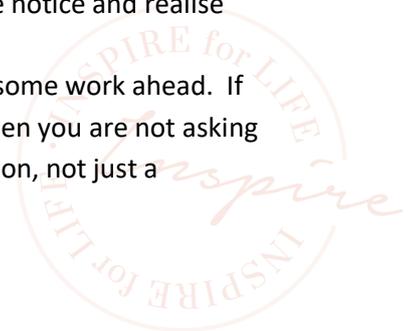
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2. BE A GOOD COMMUNICATOR AND LISTEN MORE THAN YOU TALK

- How are you perceived as a communicator?
- Does your team model themselves on you?
- Do you really listen?

Too often whilst we are focussing on looking the part or saying the “right” things, the other person is thinking to themselves, “You lost me at hello”. Let’s move beyond dressing for success and harness the power of quality conversations to make not just an impression, let’s make a connection.

- Be in the Moment – Show Up!
 - In each and every moment we have a choice and being present is “showing up” for the conversation. We make a conscious decision to be with this person for the conversation so let’s make sure we are 100% present.
 - When we are in the moment – our total focus is on the other person and what they are saying. We need to disengage from our thoughts of “how can I answer”. Build your muscle on this and totally focus on what the other person is saying. To help you build muscle try spending time in nature – just listen to the sounds around you. What do you hear? If your mind is busy, take a deep breath and focus again. You’ll also be amazed at the sounds you hear.
- Be Interested
 - Richard Bliss Brooke, Author of The Four Year Career says, “Be interesting. Not by what you say, what [vehicle] you drive, or how you hype, but by being interested”. People are interesting if we only give them the chance.... our choice is to truly engage in those opening moments of a conversation which can make or break all that follows.
- Listen Intently
 - When we truly listen, it shows that we value the other person and what they say. Listen also to what is not said. If you’re in sales or service this is very important as the ability to listen well will have an impact – either favourably or unfavourably – to your end result. Most people really want to be understood, respected and listened to ... Listen, Listen, Listen!
- Ask Questions – Speak Up
 - When a person displays courage to speak honestly, respectfully and confidently about the “elephant in the room”, people sit up straight, take notice and realise leadership is happening.
 - If the best you’ve got is “So, what do you do” then you have some work ahead. If your questions can be answered with cookie-cutter clichés then you are not asking quality questions. Remember the goal is to create a connection, not just a



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forgettable conversation. Open questions like “What’s your background?” or “What do you find most rewarding about your work?” will lead a conversation in a totally new direction. Use open questions to allow for a broad response and not a closed question which only allows a “Yes” or “No” response.

- Rapport – Positive interaction
 - When we build rapport we are in a state of trust and responsiveness. Our words convey what we want to say and this counts for a large portion of establishing communication. Our tonality and our body language contribute to a lesser degree and support our words.
 - Lift the conversation to consciously establish a positive feeling for all involved in the conversation: even if people have opposing views, leave the conversation with a positive aspect not just for yourself yet also for the others and the conversation in general.

- Be Genuine – Follow Up
 - In “The True Dynamics of Relationships” by Mike Robinson he uses the words – “Truth is Freedom and Freedom is Truth”. When I apply this to myself I am truly genuine with myself and my interaction with other people. When you speak your truth – come from a pure heart, without judgement and state how you honestly feel with diplomacy and compassion. By being your authentic self, you observe your emotions and honour how you feel about a situation which provides freedom. It also means being aware of another’s point of view and respecting that their belief may be different to yours, and that they are speaking their truth.
 - Follow up sends a great message about the worth of the communication and it builds the relationship plus as a leader it sends an even more important communication.

- Communication begins with You
 - Are you ready to take your communication to the next level? I believe every person is interesting. Sometimes we do ourselves a disservice when we don’t consider what other people might find intriguing about us. Instead of saying the same old stuff in conversations, why not take it up a gear? “Actually, what I’m really passionate about is ...” (insert cause / problem / solution / dream in here)

Try working on these aspects in your everyday communication and watch the rapport grow between yourself and the other person. Yes, there will definitely be a connection.... you will be amazed at the lateral creativity that real communication explores.



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3. ENCOURAGE CREATIVITY AND INNOVATION

- How do you allow creativity to flourish in your business?
- In a team meeting have you led a brainstorming session on a current process / issue / new idea? What results did you observe?
- How do you reward innovation?
- Have you “become your own customer” to create change?
- What do you as a leader do to inspire your team to take acceptable risks with ethics and integrity?

Staying in a rut because the business has always done it that way can sometimes lead to complacency and not taking into account new technology and ideas. By reviewing policy, procedures and processes every year or two allows for reflection and an opportunity to drill down on KPI (key performance indicator) measurement. There is always a chance that your process is running well and only minor tweaks are required.

When new employees join your team, ask them to give you some feedback on what it is that they were impressed with, and conversely, what process could be improved. Fresh eyes coming into a business can give you the leader an opportunity to also access the potential of the new person and how they comprehend the business.

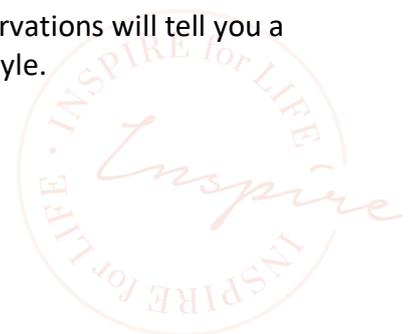
During one of my recent positions there was a Canadian Director who made a point of meeting all new senior staff so that he could elicit their views on the company and where they saw an opportunity for improvement. I feel that this Canadian approach was more of a cultural aspect which benefitted all with whom he interacted. It was conducted in a non- judgemental environment with the chance to meet a leader of influence when he visited people in offices around the world.

Leaders who find and create meaningful challenges for their staff often reap the rewards. As leaders we enjoy a challenge and many of our staff feels the same way. Offer support and encouragement and allow their creativity to unfold.

As with all tasks:

- make sure it is appropriate
- has a timeframe
- explores the advantages and disadvantages
- have them put forward a recommendation based on their innovation

Creativity is another platform to develop potential leaders and managers. Observe how they interact with others and how they approach challenges. Do they take a tried and true approach or is there an innovative approach forthcoming? These observations will tell you a lot about them and perhaps provide an indication of your leadership style.



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Leaders who get to know their team build communication and connection. Additionally leaders get to know a person's skill level – as what might stretch one person, may be too easy for another.

Aim to get all the team searching for opportunities to continuously improve and make sure you provide a safe structure to acknowledge the contribution of each person's input.

Be a creator and innovator and think outside the box leader – you will be original and not a copy!



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4. PRESENT AN OPEN AND HONEST FACE TO YOUR PEOPLE

- How do you tackle the hard subjects with your team / customers?
- What indicators show you are living congruently with your values in business and also your personal life?
- What are your five top values? Do they have a hierarchy?
- Are you true to yourself?

Chances are the above questions may have you pondering how this impacts your ability as a leader.

Being genuine comes across in what is said, and what is not said

- Knowing yourself and being authentic gives you an edge as a leader
- You are comfortable with your skill set and freely give your knowledge and expertise to others in your team
- You take time to mentor / train / teach your team some of the skills that you have
- You build rapport, become a leader who “walks their talk”
- Become the leader who is willing to build the team

Have you been in an organisation where knowledge is power?

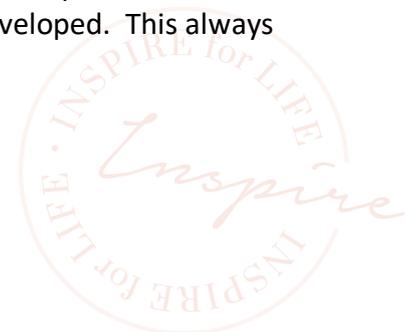
Chances are that the person who creates this kind of culture... has low self-esteem and does not feel supported. Eliminate low morale by re-engineering position descriptions or job details to ensure that the job is interesting and foster a sense of accomplishment within the team and the wider organisation.

Recognise those who go the extra mile and make a special effort to accomplish a task within the time frame.

Support professional and personal growth by developing staff through team building exercises within the organisation and when appropriate seek external courses to build excellence.

Being a leader means that we are not liked by everyone in the organisation. We make decisions which others do not agree with or feel there is a direct impact on them. Again, this is where building trust with one person at a time will pay off.

It is always good to look for who is the most influential person in the team and start with building rapport and open and honest communication with that person. Slowly yet surely that person will start saying some decent things about you as a leader. Keep the communication with the other team members so that trust is being developed. This always takes time and is very worthwhile.



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A survey research carried out in the UK by Chartered Insurance Institute, listed ethics and integrity as what employees and clients sought when looking for inspired leadership. The research emphasised the definition for integrity as an aspect of character that leads us to develop deeply-held ethical commitments and to act on them consistently. People with integrity will, therefore, tend to behave ethically not only when it is in their own interest, narrowly construed, to do so, but also when it is not.

Uncompromising integrity is a foundation for quality and service to both external and internal customers. If you don't have this level of integrity it may be more than likely that your leadership could be regarded as a "flash-in-the-pan".

Leaders do not engage in pettiness – it is an energy drain.

Leaders harness their daily activities with priority lists and focus on accomplishment of stellar goals. With this commitment they inspire their team to also focus on not only their individual contribution to the goal yet also allow them to understand the wider business objective.

Leaders show courage at all times and face the fear of the unknown with openness to give it a go, and if that doesn't work, then try something else.

Making yourself vulnerable allows trust to be built within your team. This is sometimes a time of self-disclosure – letting others know what we stand for, what we want, what we value, what we're willing (and not willing) to do.

Giving of yourself with disclosure allows trust to develop and being open to influence also allows the team or organisation to give information to you. It becomes a mutual two way communication process allowing for trust and rapport to be built and acknowledged.



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5. SHOW GENUINE APPRECIATION OF CONTRIBUTION AND EFFORTS

- When was the last time you thanked someone for their contribution?
- When was the last time someone thanked YOU for your efforts?
- What effective recognition have you given to reward performance?
- How do you share the news about acknowledging someone's difference?

I grew up in an era when please and thank you were an absolute requirement of polite conversation.

How many times have you actually received a "thank you" for your efforts?

I say the words with meaning to my team member who has excelled in a particular area of work and I make sure that the team is present to hear this acknowledgement. It can be further enhanced by putting the item in a weekly newsletter (if your organisation is large enough) or having a prominent place to display a photo of the person and some words about the action that gained this achievement.

This serves on many aspects:

- inspires others to want achievement and recognition
- provides a visible means of acknowledgement for the recipient
- communicates to others exactly the effort required to achieve
- seeks input from their perspective on how the achievement has impacted the work they do
- reinforces the common purpose of the team

During my time on a large international project I managed a start-up Human Resources department with a team of six. We were acknowledged as a high-performance team and the Director of the Project took all of us to dinner to celebrate our commitment to excellence and our performance. We kicked goals and made a difference to the bottom line financials. Our thank-you celebration was great!

Can you imagine what that gesture did for the team?

Our focus was to be even better, and it reinforces my belief that each team is only as strong as the weakest link.

We were all strong team members and everyone was acknowledged for their contribution. Yes, I modelled my leadership on the project director as he was one outstanding leader!

We encouraged everyone in the organisation to nominate someone for acknowledgement if they came up with a new idea that would save time / improve the process / made a financial saving. After selection the recipient was given a dinner voucher to recognise their contribution. This was a wonderful way to create awareness for leadership and give everyone in the workforce the opportunity to participate.



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What makes a *thank you* work is the leader's genuine care and respect for those who are doing the tasks and getting results. Exemplary leaders know they cannot do it alone and it is only when the people around them feel appreciated by their leader that they give an extraordinary effort.

Bring celebration to as many critical events as you can. Events can be marked with your organisation to acknowledge a new vision or an anniversary date or celebrating entrances and exits.

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About Anne

Anne Poole is Director and Founder of Inspire for Life.

Anne began her leadership roles at a young age in the Guiding Movement achieving the award of a Queen's Guide. Anne maintained her passion in leadership through mentoring and training girls and adult leaders during her 14 years as a Guide Leader in Central Queensland. Anne has given generously to non-profit organisations that support the development of individuals for personal and professional excellence.

These honed skills allowed Anne to merge into the workforce for a major global resources company taking on positions with complex organising skills and providing her leadership in task groups. Throughout her working life, Anne has aspired to assist individuals to reach their highest potential. Anne seeks out visionary leaders who inspire her to model their behaviours and approach. With strong management experience and a philosophy of continuous improvement, Anne coaches leaders and teams ensuring that the broader organisation benefits.

Anne has a Master's degree in Human Resource Management with special interest elective of leadership and training. Anne has a thirst for knowledge and is continually learning to expand her creative approach to problem solving as well as exploring a diverse range of topics. She is an NLP (Neuro Linguistic Programming) Practitioner and Performance and Life Coach.

Anne is an avid reader, enjoys travelling the world and loves walking at the beach or in the countryside. Other times you will find her on the dance floor doing some Latin moves!

