



LEAD YOURSELF & OTHERS QUICK REFERENCE GUIDE



Lead Yourself & Others

Everyone has an invisible sign hanging from their neck saying, "Make me feel important." Never forget this message when working with people.

-Mary Kay Ash

In a nutshell, leadership is about maximizing performance – yours, those you work with, and those you lead. It includes focusing on respect, celebrating successes, and embracing accountability. Whether you are a formal or informal leader, the advice that follows can help you maximize your success and the success of others.

Correct with success in mind. Discuss performance gaps in terms of what the individual may need to be more successful. Example: Instead of, "Your writing skills are lacking," consider, "Perhaps you would benefit from a writing skills class." By doing so you are perceived as one who wants to help the person grow.

Have realistic expectations for yourself and others. Balance customer needs and demands with what's really possible. Establishing unrealistic due dates will hurt your credibility with team members, jeopardize meeting customer needs, and likely cause frustration for all.

Keep people informed – even if it means saying there's nothing new to report. This is especially important during stressful times in your organization. When you fail to do this, team members start to imagine and view situations far worse than reality. By receiving even a minor update, they feel included and appreciated.

Lend a hand. Be flexible when it comes to schedules and work assignments. Be willing to fill in where needed and carry your share of the less-than-desirable jobs and/or shifts.

Appreciate the learning that results from failure. When one implements a new idea and fails, at least you know he or she is working to create positive change. Have them document what they learned and share it with others. Do this and people will feel comfortable taking appropriate risks.

Help build self-esteem in others. People will remember not only what you say or do; but more importantly, how you make them feel. Take every opportunity to put the spotlight on coworkers and employees. Examples: Allow them to do short presentations and/or handle highly visible projects.

Use the 4 W's for greater clarity. When making assignments, describe *Who* needs to do *What*, by *When* ... and *Why*.

Provide hope. When things are not going exactly right, find something to be hopeful about and share it with the rest of the team. Ask others to do the same.

Don't shoot the messenger. When someone delivers bad news to you, be thankful that you know about the problem. You can't fix it if you don't know about it.

Display patience. This can be difficult when dealing with someone who is less knowledgeable than you on a given topic or activity. Think about a time when you were learning something new and how much you appreciated the patience of your teacher or coach.

Be accountable for your own work. Don't let minor obstacles become excuses for missing a deadline or sacrificing quality.

Use the *Tell, Show, Do, Review* method when coaching others to help them grow. Tell them what they need to know and do; show them how to do it; have them do it; and then review and offer feedback.
