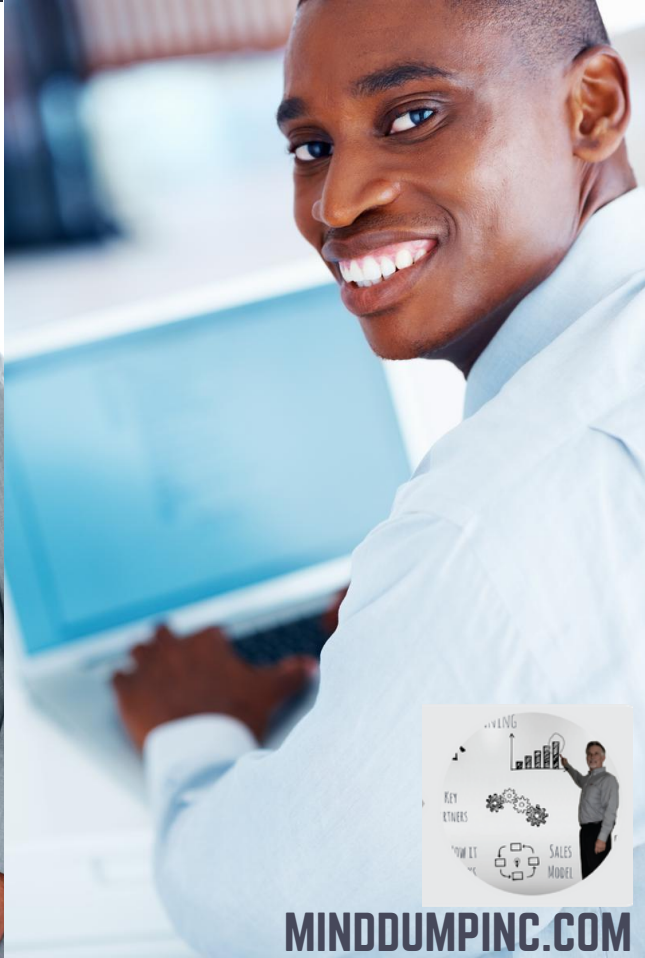


# LEADERSHIP STYLE



## LEAD OR GET OUT OF THE WAY

If you expect people to follow you, you better know where you are going. You must know how you are going to get there. No one wants to follow someone who is lost.

You must take the mystery out of your leadership style and philosophy. Don't wait around for your team to figure out how you lead. Tell them. If you don't know how you lead, figure it out.

Use this document as an example to craft your leadership style. Hand it to your team members as a part of their on-boarding documents. You told them what you expect from them, this helps them know what to expect from you.

### Back to basics

- When things are going good or bad - decide what is going to happen next
- Communicate in a way that resonates with each unique personality
- Identify your culture and hire those who fit in
- Conduct quarterly reviews
- Provide an atmosphere for open communication
- Management is a combination of relationships, each comparing notes with the other
- Communication examples;
  - Here's what I'm doing - what are you doing?
  - Is there some way I could help you?
  - Is there some way you can help me?
  - I don't know right now, but I'll get it for you
  - I don't know right now, but I'll find out why
- Make sure the rules are clearly understood
- Motivate by rewarding successes and reinforcing positive actions
- Make it understood that without quality - productivity - and satisfied customers you can't stay in business
- Establish a pay range based on the degree of difficulty of the job in relation to the industry standards and other positions in the company



## **The role of the leader**

- Help establish the companies priorities
- Help control long range and strategic planning
- Maximize the day to day earnings
- Hire dedicated people
- Gamble on unproven talent
- Create an atmosphere for people to grow in
- Listen - communicate often - be open to the constructive expression of differences
- Help people maximize their potential
- Set limits each manager can operate within
- Allow as much authority as possible - expect accountability
- Keep in touch with line workers
- Balance people's weaknesses with other people's strengths
- Determine the amount of capital to spend
- Determine the number of staff on the payroll
- Keep a mental list of high potential people who could run the company
- How do they get along with the system?
- Does it work for them?
- Do they know what is coming up or going down?

## **The role of the executive team**

- Support leadership
- Furnish information to help decision making
- Get familiar with the leader's management style well enough to be able to anticipate questions so answers are available before questions are asked
- Adapt to personalities
- Act as an example and motivator to subordinates
- Concentrate on day to day operations

## **Role of employees**

- Work productively with high quality standards in a timely manner
- Be at work on time, say what you are going to do, do it, say please and thank you.
- Produce as much as possible as fast as possible without sacrificing quality

