

People Leadership Development

Reference Guide



Managing vs. Leading

Manager



- Oversees day-to-day operations.
- Ensures organizational goals are met.
- Maintains processes and systems.

- Inspires and motivates teams.
- Leads by example.
- Fosters innovation and creativity.



Leader

MANAGEMENT



Is a good coach

Has technical skills

Does not micromanage

Has a clear vision and strategy

Cares about their people

Has empathy and cultural sensitivity

Is productive and result-oriented

Shares information and listens

Best Leader Traits

Six Leadership Competencies

“Leadership is the
awesome
responsibility of
seeing those
around us rise.”

- Simon Sinek



Communicating Effectively: Strategies



Conveying information and ideas clearly and concisely to others while being an active listener and adapting to suit different audiences

Effective Communication Strategies



Combining effective verbal and non-verbal communication

- A method to establish stronger connections with individuals, whether communicating face-to-face or through virtual meetings.
- When speaking in-person or on video conferencing, utilize gestures and body language to reinforce your message.



Listen and Check for Understanding

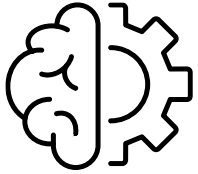
- A technique that emphasizes the importance of active listening.
- Instead of "What do you think?" try "What questions do you have?" or use "What if..." scenarios for deeper reflection.



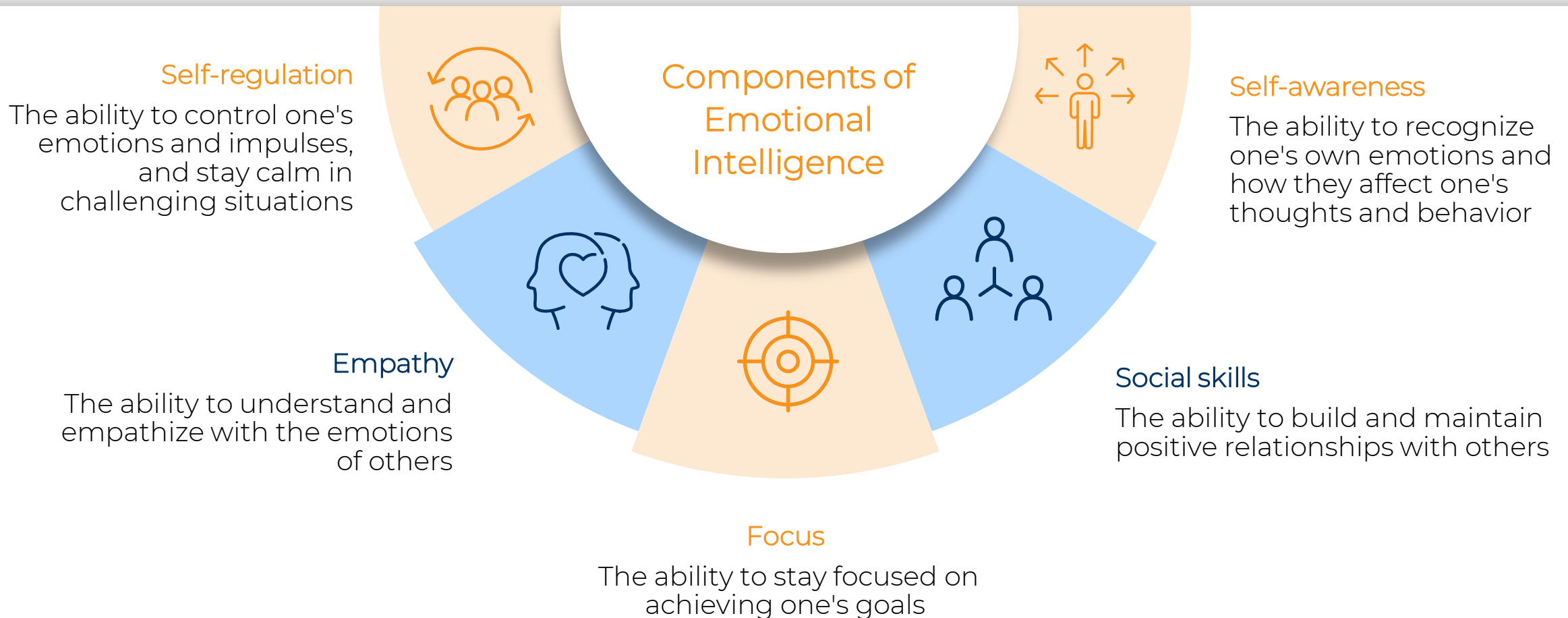
The Power of 3

- A powerful communication structure that involves presenting ideas or arguments in groups of three to improve retention and impact.
- Use three powerful words consecutively to express your central idea

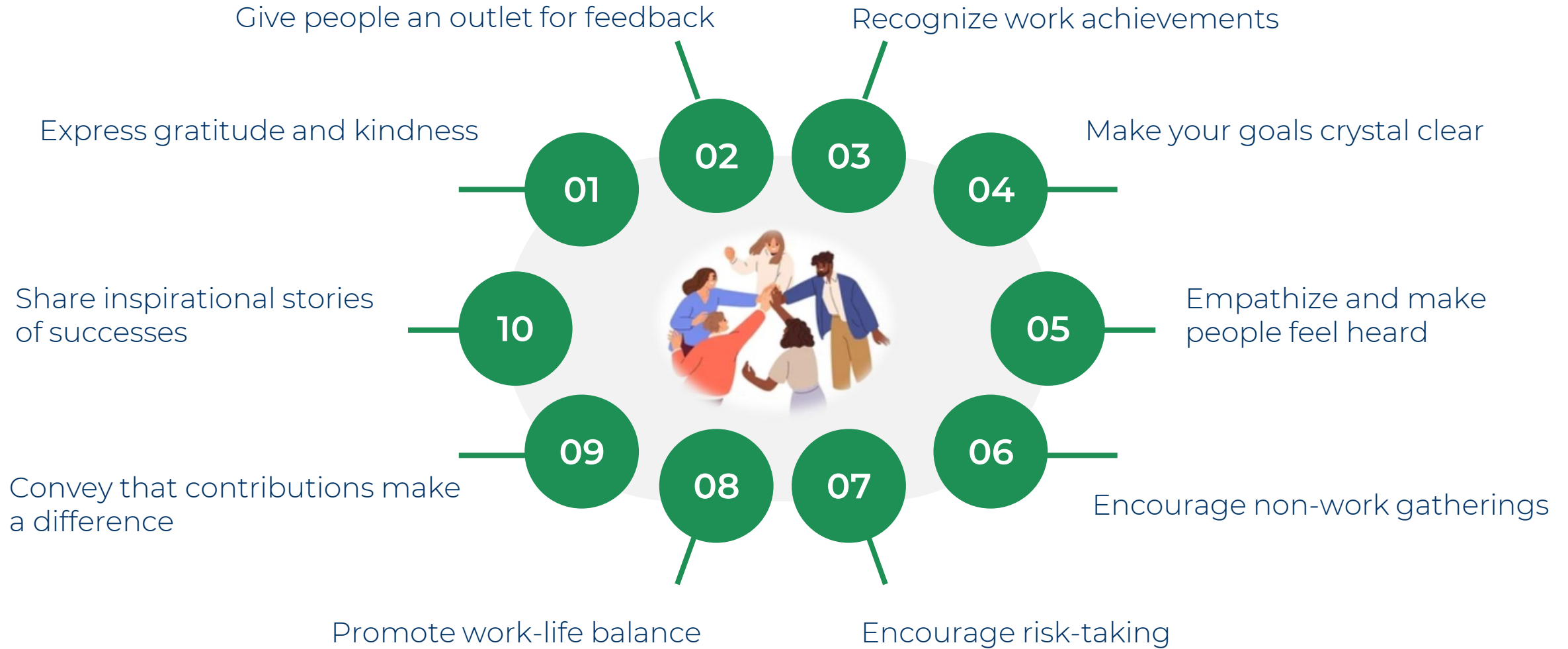
Demonstrating Emotional Intelligence: Techniques



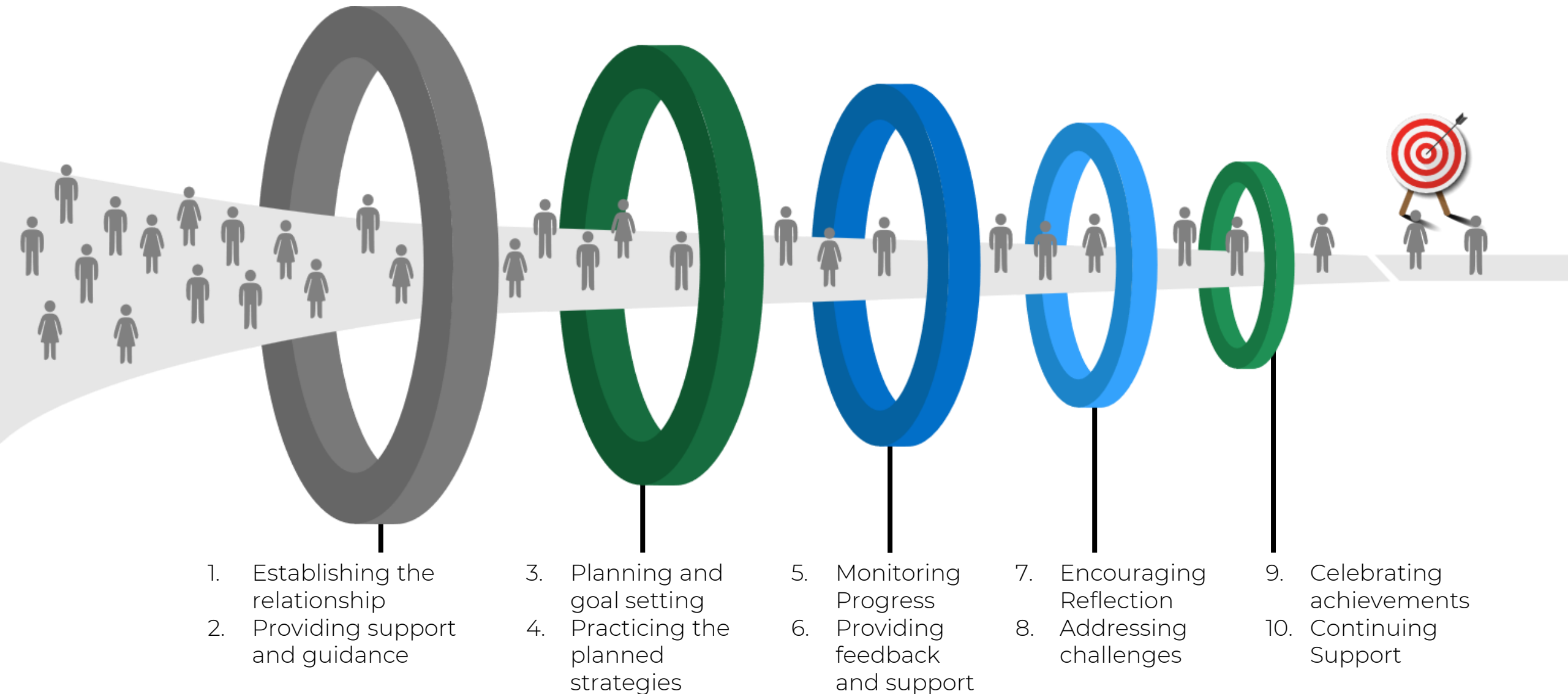
Being able to recognize and understand emotions and use that understanding to manage relationships



Motivating Teams: Proven Ways



Coaching and Leading Teams: The Process



Leading Change: The Process



The quintessential change management skill is to make people feel that transformation happens with them, not to them.

Monitor and
Adjust as
Needed

01

Foster
Collaboration
and
Teamwork

02

Define Roles
and
Responsibilities

03

Engage and
Involve Team
Members

04

Establish
Clear Vision
and
Objectives

05

Managing Conflicts: Techniques



Identifying, addressing, and resolving disputes using strategies and techniques aimed at minimizing the negative effects of conflicts

Establishing
Ground Rules

Active
Listening

Brainstorming
Solutions

Negotiation
and
Compromise

Follow-Up
and
Evaluation

**CALL TO
ACTION !**

Ensure that
agreed-upon
actions are
implemented and
not forgotten
after a conflict
resolution
meeting

Summary



One common theme that connects all the leadership competencies is the **impact** they have **on people**. When we remember that **people are at the heart** of what we do as leaders, we can enjoy success as a result.

- Peter Sackleh

