

Recipe for Success

3 TIPS TO BOOST YOUR
LEADERSHIP SKILLS

RAMSAY
Consulting & Coaching LLC



PERSPECTIVE

PROCESS

PURPOSE



TIP 1: MODEL HOW TO “LIVE WITH CHANGE”

How to take action now:

- ❑ Encourage employees to get involved in creating/fixing processes that support their work
- ❑ Extend more trust and encourage them to experiment with different ideas
- ❑ Be open and curious about new suggestions
- ❑ Admitting when you do not know something and openly state “I don’t know”, this will open up new possibilities and new learning. Model this behavior and your team will follow. The dynamic will change.

TIP 2: DON'T FORGET TO HAVE EMPATHY – IT IS A KEY PLAYER!

- ❑ Call your team members instead of emailing back and forth as this will limit misinterpretation of what is trying to be achieved.
- ❑ Use video conferencing as that will give you an even better idea in what mood your team members are in and will also limit distraction to the conversation. Be Present.
- ❑ Listen to what they say and do not try to assume you know what they want to say and be sure you ask clarifying questions. This way you understand the other person.
- ❑ Do not listen for answers or start judging, instead be open and curious to find out what their fundamental concern is.
- ❑ And remember for those team members that had to work from home during COVID – your company is a guest in their house. So, when a dog barks or a baby cries – everyone is just trying to do their best.

TIP 3: SET CLEAR GOALS AND GET AGREEMENT

- ❑ In the next meeting, check in if you are listening to your team, if they are listening to you.
- ❑ When things need to get done, ask the person directly – “Tony, do you agree to produce and excel sheet with all the new clients acquired in September of this year, by this Friday 9.00 am?”
- ❑ Double check: did Tony give you a clear answer?