# 10 Leadership Challenges and their likely Solutions.

Please do let us know if you liked them and would want more such material in future.

1. **Employees don't do what you want them to do…**

**Reason:** May be, the job was not well explained or demonstrated – it was assumed…

**Respond:** Talk often to your staff; show them how to do it and when to do it and then  show them how to do it better and when to do more of it; and how to smile when they're doing it…

2. **Products don't sell**

**Reason:** May be, you haven't shown enough enthusiasm to sell them…

**Respond** First, inspire your employees to own the products (not how to sell the products, which comes later).
Second, educate your customers about the benefits of the products (not to purchase products, that will follow).
Show Your  staff that there are only two revenue streams in business – service and products; one is nothing without the other; then give them a big smile…

3. **Service quality becomes inconsistent**

**Reason:** Probably there is no simplified quality service controls in place

**Response:** Set the standards, and then reward behavior  such as, generous desire to please, consistency; kept promises; respect of process; voluntary acceptance and support of management; smiling a lot…

4. **Employees show aggressive behavior too often**

**Reason:** Possibly, you have not developed and nurtured the relationship

**Respond:** Spend 50 to 60 % of your day on employee development; have one on ones. Vow to teach something to your staff every day; persuade them to learn and teach something to each other every day; encourage them to smile a lot…

5. **A general lack of initiative among employees**

**Reason:** Because there is no substantive and equal distribution of incentives

**Response**: Always offer unique challenges; inject new energy into old job description; recognize their efforts; laugh at their mistakes; always strive towards new goals; give them copious rewards; smile with them…

## 6. There is lack of repeat Customers

**Reason:** Because they haven't been shown that you really want them back.

**Response**: Give them lots of presents; verbally thank them; be their servant; share the occasional secret; care about their lives; make them smile…

## 7. Employees always want more

**Reason:** Because they don't know it's not available…no demarcated/ specific scripted "gives"

**Response:** Report on the Temple's progress – share your winnings; communicate short falls, cut out the happy talk; make sure your Temple doesn't reek of success as you underpay your staff; know your star performers and give them more than they deserve, still smiling…

## 8. Employees look for greener pastures

**Reason:** Because theirs is no longer fresh… they are at $4^{th}$ stage of motivation

**Respond:** Identify potential and develop their talent; don't assign a mentor – be their mentor; provide stretch opportunities; ask them to show you how to grow; show them your smile…

## 9. Employees talk about you behind your back

**Reason:** Because there are so many things on your back…many broken promises

**Response**: Learn how to delegate (assigning the task but retaining responsibility), dump (handing over both the task and the responsibility), or defer (putting off non-priority tasks for you to complete later).Pay special attention to defer, set aside 3 consecutive hours, once a week for deferrals, Get the monkeys off your back and your staff will get off too, and then smile…

## 10. You are working too many hours

**Reason:** Because you have to…

**Response**: Working smarter means working hard less. Focus only where you can provide the most benefit; take 10 minutes at the beginning of each morning, an hour at the beginning of each month and a day at the beginning of each year, to identify priorities and weigh their importance; know when to bring in external help; and keep on smiling…