

3 Important Factors of a Leader

1. Don't be afraid to admit you made a mistake. You're only human and no one is perfect.
2. Don't be afraid to compliment. Feedback is as essential as communication.
3. Don't be afraid to ask the opinion of others. Two brains are better than one.

Leadership Series # 2

SUCCESS

1. The only way to succeed is one moment at a time.
2. Long-term success is simply the accumulation of many, many, many successful moments.
3. Every single moment counts.
4. What are you going to do right now to contribute to your success?
 - Set Goals
 - Set Deadlines
 - Take Action
 - Create Success

Leadership Series # 3

“Soft” Skills – Know and Develop

1. Work Ethic

A belief that an employee owes their employer a full day of diligent work including following their supervisor's instructions.

2. Courtesy

The habitual use of “please,” “thank you,” “excuse me,” and “may I help you?” in dealing with customers, supervisors, and colleagues.

3. Teamwork

The ability to share responsibilities, confer with others, honor commitments, assist other to do their jobs, and being smart enough to seek help when needed.

4. Self-discipline & Self-confidence

The ability to arrange one's own tasks for best performance, to learn from experience, to ask questions and correct mistakes, and to absorb criticism and direction without feeling defeated, resentful or insulted.

5. Showing Up

Remembering to “show up” day after day after day because you are not alone – others are counting on you.

6. Conformity to Prevailing Norms

The ability to govern one's dress, grooming, body language, tone of voice, and vocabulary in accordance with the particular culture of the given workplace.

7. Thinking “Outside the Box”

Conformity has its place, but one must also develop the skill of seeing things in other ways, in another shoes, in a different light, and knowing when to bring a different perspective to the table.

8. Language Proficiency

The ability to speak, read and write standard English in a businesslike way. Language “hard skill” is knowing what is correct and incorrect, but one also needs the “soft skill” of knowing when to use standard forms and in what tone to use them.

“YOU ARE”

1. You are what you write, say, create, and do.
2. No matter how perfect your intentions or how generous and caring you are as a person, others will best know you and judge you by your words, actions, and creations.

Hold yourself to a high standard

Leadership Series # 5

What Leaders Must Know for Success

Academic Skills and Abilities

- ❖ Writing skills
- ❖ Comprehensive reading and understanding skills
- ❖ Use of math, logic, and reasoning skills
- ❖ Scientific knowledge base
- ❖ Skill in the use of computers and other technology
- ❖ Effective information accessing and processing skills using technology
- ❖ Ability to conduct research and interpret and apply data
- ❖ Knowledge of our history and government to function in a democratic society
- ❖ An understanding of world history and world affairs
- ❖ Knowledge of world geography
- ❖ Knowledge of foreign languages

Personal and Interpersonal Skills

- ❖ Oral and written communication skills
- ❖ Critical thinking and creative thinking “outside the box”
- ❖ Self-discipline
- ❖ Adaptability and flexibility
- ❖ Skills in listening and teamwork
- ❖ Developing and understanding and work ethic
- ❖ Excitement and enthusiasm about life and your part

Civil Skills and Abilities

- ❖ Multicultural understanding
- ❖ Conflict resolution and negotiation skills
- ❖ Practicing honesty, integrity, and the “golden rule”
- ❖ An appreciation of diversity in thought and opinion
- ❖ Taking responsibility for one’s own actions

Leadership Series # 6

Time Management

- **Generate to-do lists.** Many of us live by these already. Make your list of things to do and prioritize them. Take care of those items at the top of your list immediately. Crossing off items brings such a glorious feeling of accomplishment!
- **Finish what you start.** Multi-tasking is necessary in many areas of life, but splitting up your work stream too much wastes time and energy.
- **It's your time.** Block out at least an hour of each day for yourself, an hour where you will not schedule any meetings, answer the phone and so forth. Take this hour to generate your to-do list, meditate or finish a lingering task.
- **Set goals.** How can you not waste time if you do not know what you are working towards? Set goals for your personal and professional life.
- **Cut down.** Learn to say no. You do not have to be in everything!
- **Adopt a 10-minute strategy.** Anyone can commit 10 minutes of attention and effort to a task, no matter how unpleasant. After 10 minutes you may find you want to keep going!
- **Break it up.** Break large tasks into component parts. Rather than deciding to read a book by Friday, vow to read a minimum of 20 pages per day.
- **Use a clock/timer.** Sound crazy? It will help keep you on track! Give yourself time limits for meetings, projects, phone calls and stick to them.
- **Be assertive.** Don't let others take advantage of you or your time.
- **Hide.** During your "productive hours." Avoid people and places that tend to take up your time. If you go to the library to work and end up chatting for hours instead, find a new work area.
- **Take advantage of waiting.** Rather than cursing under your breath about waiting at the doctor's office for an appointment or for members of your group to arrive, make use of your time. Start tomorrow's to-do list.
- **Listen carefully.** If we could count the hours wasted because of miscommunication, we would be amazed. Practice your listening skills and learn to communicate effectively.
- **Be prepared.** Make the most of your time and activities. Be prepared for classes, meetings and group activities.
- **Quality, not quantity.** Do not judge your success by how many hours you kept busy today. Judge it by how much you accomplished.
- **Personal deadlines.** Don't just let your bosses and professors assign deadlines. Give yourself time limits for certain tasks.
- **Some things take a while.** Accept the fact that some tasks take a lot of time. Schedule blocks of time for these in your planner, just as you would a meeting or class. Then focus your energy on that task for that period of time.
- **Plan your calls and emails.** Don't succumb to the pressure or temptation of constantly checking your email or answering your phone. Select one or two times a day for email (remember to set time limits!) and let your machine take your calls during your productive time.

Leadership Series # 7

Having Meetings

Most people believe that business meetings are necessary evils, and in many cases, they are. But one of the most important things we can remember about business meetings is to NOT have one unless it is absolutely necessary. When your employees and coworkers are in staff meetings, they are not producing. Nothing is ever produced until after the meeting is over. Some highlights for having meetings:

1. **Have an Agenda:** Outline ahead of time what points will be covered in the meeting. Write it out and distribute it to participants ahead of time. This will help avoid the "chasing of rabbits," and help participants be more prepared for the meeting.
2. **Follow the Agenda:** This sounds very elementary, but you'd be surprised by the number of people who take the time to create an agenda, and then totally disregard the agenda during the meeting.
3. **Limit the Agenda to Three Points or Less:** Ask yourself, "What are the three most important things we need to cover in the meeting?" Limit the agenda to these three points. The rest of the things you wanted to cover, by definition, weren't really that important anyway, so why waste everyone's time?
4. **Set a Time Limit:** I would suggest setting the time limit for the meeting to be no longer than 30-minutes. In future meetings, shorten the time by five minutes until the time limit is 15-minutes or less. The leader of the meeting will become much more efficient, and the participants will become much more focused as well. When the time limit is up, end the meeting. You may not get to cover every single thing that you wanted to the first couple of time you try this, but within a short time, you will find that the major information points are being discussed and decisions are being made very efficiently.
5. **Encourage Participation from Everyone, but don't Force Them:** Instead of going around the table and asking for opinions or input, just ask a question and let people volunteer their answers. There will be times during any meeting that each person will "phase out." If we call on every person, it wastes time, and puts people on the spot. Other ways of encouraging participation is to just ask a question, and after someone answers, say something like, "Good, let's hear from someone else." If there are people in your meeting who rarely speak, instead of calling on them directly, you might say something like, "I value the opinion of each of you, does anyone else have something to add." Then, just look at the person you want to hear from.