ELICITING EXCELLENCE

"Bringing Out the Best in People"™

101 Tips for Effective Leadership

Tips, Observations and Guidelines for Leaders
of all Levels of Experience

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Over my 20+ years as an Executive Strategist, I've worked with leaders around the country. I've helped good leaders become even more effective, I've groomed leaders for advancement, and I've helped struggling leaders become great leaders.

Being effective as a leader starts with mastering the basics of good leadership - what you might call the *mechanics* of leadership. It includes understanding what being a leader means, communicating effectively, managing your time productively and having the ability to resolve conflict. In addition, an effective leader is someone who works continually on understanding people and human nature.

These 101 tips are broken down into six areas:

- **Effective Leadership**
- **Effective Communication**
- **Effective Productivity**
- **Effective Delegation**
- **Effective Conflict Resolution**
- **Understanding People in General**

Effective Leadership

1. People want to have leaders of integrity and character, just as they strive to have integrity and character themselves.

2. People are drawn to leaders who are like the person they strive to be.

3. Do what you say you're going to do.

4. Leaders are readers.

> "*Keep away from people who belittle your ambitions. Small people always do that, but the really great make you feel that you, too, can become great.*"
> (Mark Twain)

5. People want to be connected to something bigger than themselves. They want their efforts to count for something meaningful – something more than reaching a goal.

6. A leader is someone who is good *for* people rather than someone who is good *to* people.

7. We always lead by example whether we want to or not. People notice everything we do – both the significant and the insignificant.

8. An effective leader is transparent and honest.

9. You don't need to have all the answers. You just need to know where to find them, how to get them, or who to ask.

10. Character is who we are when no one is watching.

11. Leaders are looked to for their judgment and wisdom. Their technical skills are important but not as important as how they make decisions, their fairness, and their wisdom with people.

12. It's more important to be respected than to be liked.

13. An effective leader assesses people's strengths and weaknesses rather than judging the person as good or bad.

14. An effective leader has compassion. We all have aspirations, fears, desires, and stresses.

15. No matter how well you get your work done, no matter how productive and profitable you are, no matter how polished your people skills are, they all are negated by a lack of integrity.

16. An effective leader expects the best out of people. People like living up to expectations.

17. Having a servant attitude is one of the most powerful ways to set an example, to instill loyalty, and to inspire people to achieve more.

18. People are attracted to a leader who has a purpose. A leader with a purpose has vision, passion, and courage.

19. A leader is someone who can be trusted – and trust must be earned.

20. Actions speak louder than words.

Effective Communication

21. We communicate in many ways beyond the words we use. Don't think people can't read subtle expressions…

22. When you communicate poorly, you leave it to the other person to interpret what you meant.

23. When your communications are incomplete you assume the other person will fill in the gaps correctly.

24. If you belittle someone – even if everyone around you sides with you – the others will secretly wonder when it will be their turn for you to put them down.

25. Express yourself in a positive way. When you start with a negative statement, you end up focusing on the negative.

26. There are four personality types: Analytical, Commander, Expressive, and Stabilizer.

27. Analyticals like facts and details.

28. Analyticals like accuracy and don't like vague answers.

29. Commanders are bottom-line and goal oriented.

30. Commanders like decision-making and don't like chit-chat.

31. Expressives like fun and color.

32. Expressives like excitement and don't like details.

33. Stabilizers are good counselors and build relationships.

34. Stabilizers like helping others and don't like pressure.

> "*Take advantage of every opportunity to practice your communication skills so that when important occasions arise, you will have the gift, the style, the sharpness, the clarity, and the emotions to affect other people.*"
> (Jim Rohn)

35. Analyticals and Stabilizers are introverts and get drained by groups of people.

36. Commanders and Expressives are extroverts and get energized by groups of people.

37. Analyticals and Commanders are interested in the process rather than the people.

38. Expressives and Stabilizers are interested in the people rather than the process.

39. People will give clues to their preferred style of communicating with the words they use.

40. To be an effective communicator, don't follow the Golden Rule! Communicate with others in the style *they're* most comfortable with.

Effective Productivity

> *"The key to high productivity is energy management, not time management."*

41. Effectively delegating can improve your productivity.

42. When you feel stressed, you can't operate at peak performance.

43. Reduce the stress-causing things from your life in order to improve productivity.

44. Discover what works best for you to relieve your stress – exercise, meditation, walking, nature, etc.

45. The less stress you feel, the more creative you become.

46. The less stress you feel, the more clear-headed you'll be.

47. Interruptions are part of life and can't truly be managed.

48. Create "protected time" to become highly productive without allowing interruptions.

49. Put technology to work for you when it comes to repetitive tasks. Devise systems and templates to streamline work.

50. It's OK to do some of the easy things first.

51. Work on the important things before they become urgent.

52. Get in the habit of attending to task when it's first given to you.

53. Avoid the affliction of Analysis Paralysis; at some point you need to trust your intuition.

54. Even a bit more self-discipline can make a big difference in results.

55. Be a perpetual student – develop new skills and habits.

Effective Delegation

56. Effective delegation allows you to develop people.

57. You accomplish more when you delegate.

58. "Your way" may just be different, not necessarily "better".

59. You can't advance if the people you lead are too dependent on you.

60. Not everything can be delegated.

61. Tasks that require your judgment generally aren't good candidates for delegation.

62. Most tasks that are repetitive and don't require judgment are good candidates for delegation.

63. Don't delegate without requiring accountability – set deadlines for completion.

> "*Errors and mistakes are the necessary steps in the learning process; once they have served their purpose, they should be forgotten.*"
>
> (Vince Lombardi)

64. Be clear in your instructions; don't require the other person to "fill in the blanks".

65. Make sure the other person has the right tools and knowledge.

66. Don't wait until the deadline arrives to check on the progress of a delegated task.

67. Make course corrections as you go.

68. Developing people frees you up for more strategic thinking.

69. You get a chance to work on the bigger picture when you delegate the small picture tasks.

70. You leverage your productivity by enlisting others to help you get the work done.

Effective Conflict Resolution

71. Conflict can arise due to poor communication – someone didn't say what they meant to say.

72. Conflict can arise due to unmet expectations – someone expected something they didn't get or something that didn't happen.

73. Conflict can arise due to people having different perceptions – someone perceived things in a different way.

74. Conflict can arise due to mistakes – someone made a mistake.

> "*When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion.*"
> (Dale Carnegie)

75. Conflict can arise due to fear – someone got angry because they become afraid of something/someone.

76. Conflict can arise due to loss of face – someone embarrassed someone else.

77. The first step in resolving a conflict is to avoid an escalation of the situation.

78. Avoid escalation by separating the parties if necessary.

79. Avoid escalation by changing the location of the discussion.

80. Avoid escalation by empathizing with the other person.

81. Avoid escalation by first assessing the situation rather than judging the people.

82. Avoid escalation by committing to reach a resolution.

83. The second step in resolving a conflict is to de-escalate the situation.

84. De-escalate by establishing the facts and de-emphasizing the embellishments.

85. De-escalate by isolating the problem from the personalities.

86. De-escalate by assessing rather than judging.

Understanding People in General

87. People's personal and professional lives are integrated, even if they think they're separated.

88. People want to be well thought of.

89. People like to help other people.

90. People like to take pride in what they do.

91. People want to feel valued.

92. People do things better when they "want to" rather than "have to".

93. People sometimes find it difficult to ask others for help.

94. People often have an answer to the question they ask.

95. People want to be valued for who they are, not what they are.

96. People will support that which they help to create.

97. People all have aspirations and fears, no matter what their job title.

98. People want to be treated with respect.

99. People want to feel empowered.

100. People want to be appreciated for their efforts.

101. People want to part of a greater purpose.

> "*The most important single ingredient in the formula of success is knowing how to get along with people.*"
> (Theodore Roosevelt)

IN SUMMARY

These tips are useful insights for effective leadership, however, simply reading some good information doesn't make someone a better leader.

Developing good leadership competencies is a developmental process that happens over time, and in truth, is ongoing. It's one of the reasons executive coaching is so widely used.

If you'd like to strategize about a particular situation,
or would like my help with one of your leaders, just visit my website
and schedule a mutually convenient time for us to talk.

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