Leadership for Crew Leaders & Managers

Leadership

- The ability of an individual to influence, motivate and enable others to contribute to a common goal.

Common Goal
Leadership

- Leadership is the ability of an individual to set rules for others and lead from the front. It is an attitude that influences the environment around us.

5 levels of Leadership

- **Positional Leader**: People follow because they have to.
- **Permission Leader**: People follow because they want to.
- **Production Leader**: People follow because of what you do for the organization.
- **People Development**: People follow because of what you can do for them.
- **Pinnacle Level**: People follow you for who you are and what you represent.

Management

- Management is the ability to organize resources and coordinate the execution of tasks.
- **Management = Hard Skills**
  - Scheduling
  - Staffing
  - Activity Analysis
  - Project Controls
Leadership

- **Leadership = Soft Skills**
  - Influence
  - Motivate
  - Enable
  - Stress Management
  - Team Building
  - Leaders set the tone
  - Leaders spent time and energy for someone else.

Leadership

- Leaders are responsible for the **People** not the actual job.
- Leaders only have one thing, **Followers**.
- People **Volunteer** to follow.
- Often they are curious where your going to take them.
- Successful leaders always start with the **Why**.

People Business

- People are our biggest asset.
- Leaders need to:
  - Listen
  - Observe
  - Learn

> **YOU DON’T BUILD A BUSINESS**
> **YOU BUILD PEOPLE**
> **AND THEN PEOPLE BUILD THE BUSINESS.**
> ~ZIG ZIGLAR
People Business

- **Active Listening**
  - Listen with the intent to understand
  - Do not listen with the intent to reply.

Leadership

- A real leader knows the difference between being the **Boss** and being a **Leader**.

Boss

- The Boss drives his workers; the Leader coaches them.
- The Boss depends on authority; the Leader on good will.
- The Boss inspires fear; the Leader inspires enthusiasm.
- The Boss says "I"; the Leader says "We"
- The Boss fixes the blame for breakdown; the Leader fixes the breakdown.
Coaching

- Identify an opportunity to help someone expand on their skills, knowledge and abilities.
- The ultimate goal of coaching is to enable a person to act independent.
- Coaching is the foundation for continuous improvement.
- Coaching is a practical skill that anyone can learn.

Poor Leadership

- Profiles of leaders in trouble
  - Poor Understanding Of People
  - Feels secure and satisfied.
  - Is not organized.
  - Is defensive.
  - Has no team spirit.
  - Fights change.

Delaying And Avoiding

- Decisions made by default.
- Creative input is lost!
- Lack of credibility.
- Anger and Hostility is often generated.
Performance

• Reasons why people don’t perform the way they should:
  – They don’t know why they should do it.
  – They don’t know how to do it.
  – They don’t know what they need to do.

Attitude

• Our attitude is our most important asset.
• Life is 10% what happens to us 90% how we react.
• We are 100% responsible for our attitudes.

Emotional Intelligence

• The capacity to be aware of, control and express one’s emotions.
  – Emotional ability to identify your emotions and those of others.
  – Ability to harness emotions and apply them to tasks like thinking and problem solving.
  – The ability to manage emotions, including the ability to manage your own emotions and the ability to cheer up or calm down another person.
Self Awareness

- Leaders who are self aware know their strengths and limitations.
- They have the ability to stay true to their own feelings, values, and vision.
- These leaders are aware of areas that need improvement.

Delivering a Message

- How people receive a message:
  - 5% is the words one uses.
  - 38% is in the tone of your voice.
  - 55% is the body language used.

The People We Lead

- Developing people takes time.
- People skills are essential for success.
- People do what people see.
- Peoples minds are changed more through observations than conversations.
Trust

• Foundation for Leadership.
• Listen first.
• Demonstrate respect.
• Show loyalty.
• Clarify expectations.
• Consistent performance.

Trust

• Trust is a Feeling/Emotion.
  — Built on a common set of values and beliefs.
  — Followers feel like they belong and are apart of something.
  — Followers feel Safe.

As Leaders We Need To.....

• Give credit for suggestions.
• Encourage others.
• Don’t criticize, coach.
• Ask others their opinion.
• Give positive feedback.
Leaders become great, not because of their power, but because of their ability to empower others.

~John Maxwell

How Can We Improve?