



Leadership: Take the Bull by the Horns

REMA Member Services Conference

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A leader is someone you choose to follow to a place you wouldn't go by yourself. Joel Barker

Leaders make things happen and then they take responsibility... They inspire people to do willingly that which they would not ordinarily do. Retired Gen. H. Norman Schwarzkopf

- ❖ Leadership and management are both required to drive performance and productivity - employees personal and practical needs must be met to retain and engage them
- ❖ Take the bull by the horns - build your personal credibility and reputation as a leader by...
 - Being authentic - you are the role model
 - Be honest
 - Be consistent with your message
 - Share the credit
 - Admit mistakes
 - Make commitments you can keep
 - Make sure nonverbal signals support your message
 - Bringing out the best in people - help everyone achieve their personal best
 - Allow people to use their strengths
 - Set clear expectations - accountability is dependent on this as a first step
 - Provide development opportunities
 - Reinforce/recognize behaviors and actions that contribute to your cooperatives goals
 - Focus on situations, issues, and behaviors when providing feedback
 - Encourage, support, and coach employees as they take on new responsibilities
 - Being receptive to feedback
 - Develop a culture where feedback is viewed as information that helps everyone do their jobs better
 - Be proactive about seeking ideas, information, opinions, and "reality checks"
 - Don't "shoot the messenger"
 - Request feedback about your own performance from all directions
 - Use active listening skills to demonstrate that you "hear" what others say

COACHING QUESTIONS

- ✓ How is it going today?
- ✓ What is going well?
- ✓ What are you having problems with?
- ✓ What are you doing about it?
- ✓ What can I do to help?