

So You Think You Can Dance

leading is not a matter of chance

What makes you think you can lead?

- Lead with a vision
- Lead with direction
- Lead with influence
- Lead with motivation
- Lead with inspiration

Rodney, Lisa ...

- Rodney was having problems with some employees sitting back and not performing. Rodney thought these employees show no initiative. He made decisions and solved their problems, and yet, was confused by their production dropping.
- Lisa is a friend to her employees. She wants her employees to be happy. She has an open-door communication style. Lately, she has heard complaints about her fairness, and has observed work not getting done. She struggles with making decisions and why there seems to be an atmosphere of negativity.

, and Jeff

- Jeff coaches Brad once a week about how to make decisions. He clearly explained Brad's job-related work expectations. Brad also learned from Jeff how processes and standards must be followed. Brad understood and was motivated to make it happen.

Do you have followers?

- Do they know the vision?
- Do they know the direction?
- Do they know the influencer?
- Do they know the motivator?
- Do they know the inspirer?

Leadership Styles

- 1. Command & Control:** control, responsibility, decisions, etc. retained more by leader.
- 2. Permissive:** control, participation, involvement, etc. retained more by associates; feelings major determinate of action.
- 3. Professional / Engaged/
Transformational:** shared decision, control, & responsibility, etc.; leader is directional, motivational, & goal directed; communication two-way; “character core.” **NOTE: this style will “lead the charge” for change.**

Theory X and Theory Y

Theory X - assumes average person:

- Dislikes work; doesn't want responsibility; lacks ambition; self-centered; prefers to be led.

Theory Y – assumes average person:

- Sees work as natural activity; self-directed; desires responsibility & creativity; committed to objectives.

Maslow's Hierarchy of Needs

Physiological:

Comfortable working conditions; good pay; breaks; exercise programs.

Safety:

Fair treatment; job security; health insurance; EEOC.

Social:

Acceptance by others; communication with others; being part of a group; work-related social events; work teams.

Ego:

Use of one's skills; achievement, confidence, independence; appreciation from others; awards; newsletters with associate's successes.

Self-Actualization:

Continued education; setting higher goals; using creativity for continuous improvement; career planning.

Equity Theory

- Be open & honest about inputs and outputs.
- Complete “communication loop.”
- Communicate all ways and always during times of change.

Expectancy Theory

- Be clear on expectations; make it possible to attain
- Make clear what job behaviors will lead to what outcomes and show value.
- Administer rewards that have value to associate.

Reinforcement Theory

- Be specific
- Reinforce ASAP
- “Catch doing something right”
- Redirect

Goal Setting Theory

- Specific goals
- Involve associates
- Public commitment
- Acknowledge and show confidence
- Provide feedback
 - *Outcomes
 - *Processes

Are you the leader?

- Are you honest?
- Do you help others to grow and develop?
- Are you forward looking?
- Are you held accountable?
- Do you serve?