

APPLYING LEADERSHIP PRINCIPLES

Frontline Leader Snapshot

Reading about and attending training for leadership skills are fundamental to developing the awareness and understanding of leading versus managing a team. The interactive **Applying Leadership Principles** workshop allows you to practice skills in real-world scenarios. A sample of topics covered are shown below.

Characteristics of Great Leaders:

Great leaders share certain characteristics. Being able to identify the characteristics of effective leaders allows you to identify areas of growth for yourself.

- **Behavioral** – typically have a strong moral code that guides their behavior
- **Emotional** – emotionally stable and able to meet setbacks with calm reserve
- **Intellectual** – developed effective skills in communication, active listening, and providing feedback
- **Service Oriented** – keep the goals in mind and work resolutely toward achieving results
- **Social** – able to influence others in a positive way; assertive without being aggressive
- **Work** – ambitious, competitive, and comfortable with risk; set high standards

Guidelines to Becoming a Problem Solver:

One of the hallmarks of effective leadership is the ability to calmly resolve problems and issues as they arise. To become a problem solver, consider the following guidelines:

- **Look for solutions everywhere** – learn from the past, seek information from others who have similar needs
- **Advocate for your ideas** – communicate your vision, make the benefits and value clear
- **Help broker solutions to conflict** – help people focus on the work vs the personalities
- **Respond to issues quickly** – make decisions in a timely manner
- **Make yourself useful** – demonstrate a spirit of collaboration
- **Invest in your own development** – develop the specialized knowledge and expertise that sets you apart

Build Your Reputation:

A strong reputation as a person who can get things done and solve problems will open doors and help others in your organization recognize your strengths and capabilities.

Guidelines to build your reputation:

- *Lead by your positive example*
- *Establish trust and credibility*
- *Expand your internal network*
- *Manage up on your own behalf*

Please refer to your Frontline Leader Workshop Manual titled ***“Applying Leadership Principles”*** for more information and tips to help with your leadership skills during this challenging time.