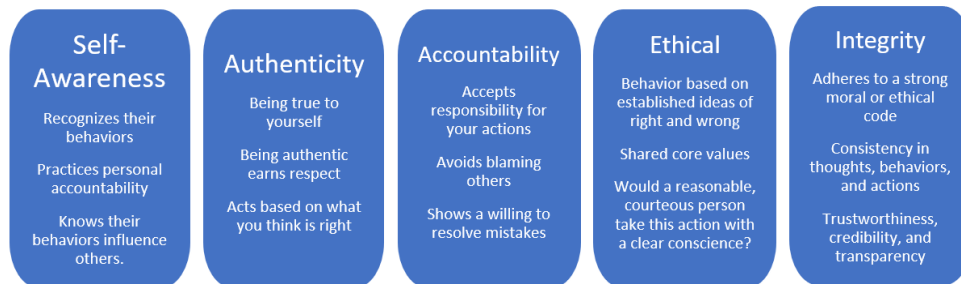


PRACTICAL LEADERSHIP

Frontline Leader Snapshot

LEADERSHIP:

the capacity of a person to guide and inspire others to achieve results through...



Leadership Tasks

List of tasks and skills generally expected of leaders

- Inspire team members
- Maintain a positive attitude
- Delegate tasks
- Demonstrate superior communication skills
- Motivate your team
- Display integrity, openness, and honesty
- Follow through on commitments
- Remain confident and calm under pressure
- Manage crises
- Handle difficult employees/situations
- Anticipate and manage change
- Work hard to achieve organizational goals

Developing Effective Teams

Work together toward team, department, or organizational goals

- Build trust and respect
 - Honesty – be true to your word
 - Authenticity – be true to yourself in word and actions
 - Everyone brings their best self to work
- Accountability
 - Accept responsibility for your actions, mistakes
 - Behave in an ethical manner
 - Team is stronger when everyone delivers on their individual roles
- Communication
 - Clearly stated purpose and goals (SMART goals)
 - Clear and measurable expectations
 - Coaching – building awareness, develop responsibility, instill confidence
 - Transparency

Please refer to your Frontline Leader Workshop Manual titled ***“Practical Leadership (Second Edition)”*** for more information and tips to help with your leadership skills during this challenging time.