



BE AN
INSPIRING
LEADER

with 5 key changes in behaviour

& GET RESULTS!



I AM AN INSPIRING LEADER

with these 5 shifts in my posture

I AM AUTHENTIC

- ◆ I am clear on my values, both personal and professional
- ◆ I have clear boundaries and share my framework or “ways of working” with my team & colleagues
- ◆ I don’t just talk about it, I live it every day and in all circumstances.

I LISTEN ACTIVELY

- ◆ No judgement: my view of the world is different from everyone else's. I accept that theirs is valid as mine. Withholding judgement enables me to see and understand more of a situation.
- ◆ No assumption: I listen to the whole story, let the person speak. I avoid finishing someone’s sentence or jumping to “I see”, “I understand” because maybe I don’t “see” or “understand” so I let them speak and I listen.
- ◆ I ask “open” questions: Use “what” and “How” to get more information. I am mindful of “why” as a person may feel they need to justify themselves which isn’t productive in resolving an issue.

I AM RESPONSIBLE

- ◆ Responsibility is not an apple pie to be shared. Everyone is entitled and encouraged to take 100% of THEIR responsibility.
- ◆ I use the first person when speaking, I do not hide behind “we” or “they” especially with difficult news. It's a habit that earn me respect and trust.

I LEARN EVERYDAY

- ◆ I am curious about what is going on around me and it's different from being nosy.
- ◆ I ask questions when I do not know, even if I'm the boss as I'm not expected to know everything. Admitting it and taking steps to learn increases my self-confidence and makes me a better leader.
- ◆ I am happy to being taught by members of my team or more junior staff, it doesn’t make me a “lesser” leader as new knowledge increases my confidence and it boosts the confidence of my “teacher”.
- ◆ I lead by example, if I learn I foster a culture of on-going learning which is key in today's fast-paced & demanding work environment.

I WELCOME EMOTIONS

- ◆ Humans are made of emotions, they cannot be suppressed at the risk of causing serious harm, both physical and psychological.
- ◆ Emotions are a source of information and I use them as such.
- ◆ I am open about my emotions and speak of them: I was angry when..., I’m sad because ..., I’m so excited as...
- ◆ I use the DESC method to express my emotion: Describe the facts, Explain how I feel, Share my ideal situation/next time and Compromise to find a solution that satisfies all involved.