

BE THE LEADER!

By Shelli Warren

Be the Leader that people WANT to work with, rather than HAVE to work with, by being memorable for all the right reasons.

Follow these simple, yet impactful steps to make an impression on those you lead.

- ① The single most favorable word a person can hear is *their own name*. Use it often and learn how to pronounce it correctly.
- ② Nothing boosts a team member's morale quicker than to ask their *point of view*. Ask. Listen. Take note of their ideas and suggestions. Give credit where it is due.
- ③ Acknowledge people with *eye contact* and a simple

⑦ *Ask for feedback* about your performance from your team. Listen. *Say Thank You* and then loop back with them to Thank them again for their insight. Tell them how you're going to take action. By being consistently open to feedback you are teaching your team that they should be too.

⑧ *Key contributors find it easier to perform at high levels when they feel they have all the necessary information and boundaries within their role to make solid decisions. Give them what they want by giving them what they*

⑨ Great leaders are those who have a communication style that shows they are professional and approachable. They do this through *consistent touch points* with their teams. They inspect with what they expect and reinforce standards through accountability measures that their team sets and strives to achieve.

⑩ Periodically share a meal with your team. Deliberately *show up* ready to let them lead the conversation into the realm they find interesting that day. Sports, the price of gas, the latest movie, or family. It all sends a clear message that you are interested in them as people, not just what they can do for you and your workplace.

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Thank You, in the hallway and even when the results are not on target. Taking notice of their attempt, their frustration, and their effort with troubleshooting will speak volumes about your understanding of their challenges.

- ④ Catch them doing something great. Choosing to **acknowledge** even the most basic of expectations goes a long way to reinforce and encourage your team.
- ⑤ When VIP's visit, be sure to **give the opportunity** to your team to share their contribution. Their enthusiasm and genuine desire to achieve results will be a great reflection on their level of performance, and your ability to lead.
- ⑥ Ease people's nervousness by taking on the role of introductions. Be known for your ability to easily **introduce people** coupled with a well-known fact about the person's skill set, or recent accomplishment.

need to succeed.

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