

# Practical Leadership Solutions for Your Organization

## *The LeaderMaker Group leader learns and understands....*

- An organization's effectiveness ultimately depends on the ability of its leaders at *all* levels to lead *people* in a manner that recognizes and reinforces the mutual interdependence of leader and follower.
- It is the perspective of the *receiver* that determines the meaning of a communication, not the sender.
- Leaders must appreciate the individual differences of followers--different value systems, different emotional intelligence, different preferences as to how they learn and interact with others.
- The individual dignity of followers must be respected at all times. Respecting the dignity of followers is just as important as tending to the needs of customers.
- An organization's work is the sum of what its front-line people do. Organizations that trivialize what front-line people say and do risk destroying the pride and initiative of these key people.
- An ongoing effort must be made to drive out...and keep out...a fear of failure among followers. Proven techniques for doing so can be learned and practiced.
- Good processes are critical, but excessive reliance on formal process for idea generation can make sterile such important efforts as quality improvement, After Action Reviews to capture key learnings, and meaningful innovation.
- Not everything can be urgent. Hurrying all the time serves to minimize the contribution of people involved in the leader's present conversation, stifling and chilling their enthusiasm.
- A leader cannot risk becoming isolated. Followers begin to doubt the competence of a leader who ducks into isolation, and followers will lose trust in leaders whose competence is in doubt.
- Diversity is not something a leader celebrates only during an organization's Diversity Week. Achieving true diversity in a work force requires a daily serious commitment and goes far beyond "surrogate quota management."
- Healthy change in an organization will not occur unless the leaders responsible for leading change appreciate all the reasons many followers may resist.
- There can be no room for jerks, bullies, and bad actors in the leader ranks. You should not be tempted by an argument that "bullies get results."

*We have the resources to create this kind of leader for you. Our programs are: Grounded in experience...practical in application...and people-oriented in their emphasis.*

