

Basic Leadership Qualities – Presenter Notes

1st Slide

..... Agenda Topics

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“Leadership Styles”

People in leadership positions may use a variety of DIFFERENT "styles" in reaching a decision. Basically, these styles differ in.....

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Listed here are descriptions of five different leadership "styles."

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(Do this BEFORE the 9th slide.)

READ LAST = Terry's notes – Understanding these different styles and when to use them would be especially helpful with a missionary's initial role as the sole ministry leader and again later when he needs to train other leaders and to place them into leadership roles.

(9th Slide)

→ Slides.... 10 & 10a

“Listening Principles”

To be an effective leader you must be an effective listener. A few simple rules and CONSIDERABLE practice can help you become an effective listener. Effective listening will not only improve your ability to communicate, it will also improve your leadership skills. The leader who learns to listen will project an image of interest to team members that will in turn motivate those team members to become more productive. Everyone is hungry to share their ideas if they feel their ideas will be heard and considered. Following these principles will improve your effectiveness as a leader. An effective listener must also be able to demonstrate that he or she is listening by responding to the communication being transmitted.

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These two simple tools will further improve your ability to communicate and demonstrate that you are listening. The tools are:

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It is important that you understand what has been transmitted. You may have been listening but may not have received the message being transmitted.

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- For example, you are a committee chairperson responsible for planning the Health Care Community banquet at your school, and you are talking to Mary, an active committee member..... --> to the slide -->
- You feel you understand what Mary said and why. You feel that Mary has money problems, but you want to be sure you understand correctly.
- Note that all you have done is attempt to **confirm** what Mary has said. Mary now has the opportunity to agree or disagree with what you've said. She also can see that you are trying to understand her and her concerns.

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- Now, assume you are leader of a selection committee. Your committee is discussing criteria for selecting missionaries to attend a training conference in London. Enthusiasm is high and many missionaries want to attend. Your missionary board president has given you the responsibility for selecting one missionary from each region to attend.
- Remember - Don't assume you understand. Confirm the message.

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- Clarification is used when you don't understand what is being transmitted or you are not certain of the speaker's motives. For example, if you are sitting at a meeting and:
- To use clarification, you might respond by saying:
- Note that as the listener, you are making no judgments or assumptions. You want to understand what Jean is saying before responding to what she is saying - and that is effective listening. To answer prior to understanding does not demonstrate good leadership skills.

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- How would you use clarification to respond to the following statement from Jack:
- Being an effective listener requires practice. Leadership allows you the opportunity to practice your listening skills. When people feel that you are interested in their ideas and will consider those ideas, they will respond positively to you.
- READ LAST = Terry's notes – Effective leader = effective listener. Listening is half of communicating. Effective listener = effective communicator. The Bible has much to say about effective listening, i.e. Proverbs 18:13 – Don't answer a matter before you hear it (paraphrase).

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One major obstacle to being a good listener is assuming we know what the speaker means by what he is saying. We then assign our own interpretation to the words we hear, thinking (or acting as if) we understand what is truly being said. This manner of “listening” will lead to trouble. Sometimes our assumptions are accurate, but more often they are not. Answering based on assumptions leads to communication that is not productive and, therefore, to difficulty in relationships.....

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..... And exchanges like this are all too common:

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- Here is one effective strategy for combating unhelpful assumptions. Repeat back to the speaker what you think you heard them say and mean. If you have listened faithfully, you should be able to recount what the other person said so that the speaker confirms that you have accurately heard the intention behind his or her words. This does not necessarily mean that you agree with the speaker; however, the speaker can know that, at the least, you have clearly understood what was said.....
- So, to test whether or not you have heard correctly you might say something like this:

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- Then, if you have not heard correctly, you need to continue to listen until the person you are hearing can say.....
- You might still disagree with what was said, but at least you have demonstrated that you are really interested in understanding.

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* It is important not to be argumentative or challenging when asking for clarification. Your concern must be genuine. Humility is key. Listen to what Paul says in Philippians 2:3-4:

* If your teenager or spouse or middle schooler or employee or friend or anyone else really believes you consider them more significant than yourself, your attempts to clarify what is said will go a long way toward building loving, humble and effective communication. This will strengthen your relationships and God will be honored.

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“Constructive Feedback”

A person in a leadership role accepts the responsibility for helping others improve, and for self improvement. This process requires the leader to make observations and constructive suggestions, and to be able to accept constructive suggestions from other leaders.

There are many who feel that feedback is the same as criticism and is not a positive tool. Feedback can be positive if it is used in an effective manner. Feedback lets a person know how to improve his or her performance or what's wrong with an idea.

Good feedback can correct a problem when leaders learn to give the feedback in a positive manner. Practice will help you develop your skill in providing feedback so that group members will feel like "winners". Guidelines to follow when providing feedback include:

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- Let's read each of these statements and determine if they adhere to the guidelines for constructive feedback.
- A good leader is always aware of what is happening in the organization, and how members of the organization are feeling about its progress. When organization members are active, they need consistent and frequent feedback from their leaders.
- One final note. A good leader is able to accept feedback as well as give it. If the group shares their concerns, a good leader listens and considers what the group members have to say. If a higher authority makes suggestions, the good leader listens carefully and attempts to make corrections. Remember, the good of the organization should be everyone's concern. Using feedback effectively can help an organization achieve its goals.

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“Leading Group Discussions”

- A leader must interact with other members of the group. For example:
- Group discussions demonstrate to the membership that you are interested in their ideas. When members realize their importance to you and the group, they will be more committed to the decisions that are made.

→ Slides..... 26 & 26a

The following recommendations are provided to improve your discussion leading skills.

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“Conflict Management”

- Every organization experiences conflict at one time or another. When conflict occurs, members of the organization can try to solve the conflict - or ignore it.
- Ignoring conflict is usually not helpful for an organization. Conflict is often a sign that something needs to be discussed, reconsidered, or evaluated. Ignoring conflict avoids the problem-solving process, often making the original problem even worse, or adding more problems.
- When a leader notices that a conflict exists, the leader is obligated to address the problem. Attempting to resolve conflict is an attempt to view problems honestly and openly. It is also an attempt at providing an atmosphere of fairness for the organization.

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How does a leader resolve organizational conflict?

Let's discuss 3 easy steps.

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- Make it a win-win situation? Wouldn't it be nice if everyone in the situation could feel good about the solution? Thoughtful problem solving can often result in all parties feeling good about the end result.
- Generally, a solution to a problem can fall into one of the following categories:

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- Here is an example of a problem: There is only one piece of pizza left, and we both want it.....
- Remember, there isn't always a win-win solution to every problem, but every problem can benefit from the reevaluation that finding a win-win solution demands. Keep in mind too that a win-win situation focuses on the needs of both sides equally. It also requires a focus on the goals that surround the conflict and not the personalities of the people involved.

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- In order to create a win-win situation, both sides must be willing to:

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Sometimes, the conclusion reached is that there is no solution that will make both parties happy. In such cases, it is important that group members "agree to disagree." When that happens, it is important for group members to accept their individual differences, and understand that it is OK to occasionally disagree about a situation. As long as group members agree on the greater good and purpose of the organization and respect each other, the organization will be able to work effectively.

READ LAST = Terry's notes – Need to realize beforehand that conflicts will arise. Remembering that perhaps half of the solution lies in correctly identifying what the problem really is. Secondly, it cannot be about seeking to win the argument; rather, it must be about seeking to resolve the conflict.

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“How To Lose At Leadership”

There is a lot of truth in this old adage.

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Slides..... 37 & 37a

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38th – 48th Slides

Terry Childers will lead the discussion regarding his personal experiences and give examples as outlined on these 11 slides.