



Bringing *PRIDE & JOY* to Work & Life™

## **HOW TO BE AN EFFECTIVE LEADER WHEN YOUR MAGIC WAND IS BROKEN**

Wouldn't it be helpful to wave your magic wand and transform everyone else into perfect followers? Since magic wands don't work, today's leaders must develop skills in both the art and science of leadership. Leaders who have developed skills in the science of leadership know how to prioritize, schedule, plan and coordinate. But there's a lot more to being an effective leader than simply following the mechanics.

Those who practice both the *art and science* of leadership use their knowledge and skills to improve the performance of others. They model the attitudes and behaviors they expect – and need – from those they lead. Innovators of change, they are lifelong learners, effective communicators and good negotiators. With accountability as their foundation, they lead with integrity at all times.

### **Leaders who blend the art and science of leadership are:**

1. **Trustworthy and act with integrity**
  - Do not take personal credit that belongs to the team
  - Do not blame others or criticize others behind their backs
  - Make sure their words and actions are consistent and congruent
2. **High achievers who strive for excellence**
  - Have a strong competitive spirit and stay focused on goals
  - Integrate a sense of excellence into everything they do
3. **Effective at helping others feel important and valued**
  - Are generous with positive words and actions
  - Want others to succeed
  - Listen actively and ask questions if needed
  - Keep criticism or negative comments “short and sweet”

4. **Positive role models**

- Model daily the attitudes and behaviors they expect from others
- Set a positive example and always do the right thing, no matter what
- Make decisions and behave in ways that reinforce their values

5. **Consummate teachers**

- Are willing to mentor, teach and coach others
- Share information freely to help others reach their goals

6. **Willing to serve others**

- Support others all the time, not just when it's convenient
- Put their egos aside to help others develop their leadership potential

7. **Relationship builders**

- Help create an atmosphere of trust and respect
- Actively work to build strong relationships

8. **Effective communicators**

- Communicate with clarity, honesty and directness
- Demonstrate respect for others through their words and actions
- Recognize that effective communication binds an organization together

9. **Optimistic, resilient, and enthusiastic with a vision for the future**

- Rarely complain about what can't be done
- Focus on what can be accomplished with hard work and determination

## **Facilitating and Leading Change**

**Before you can effectively facilitate and lead change, you must first decide how you personally feel about change and how you're handling it.**

1. Am I spending my time complaining about change?
2. Do I spend time wishing for the good old days?
3. Am I willing to adjust to change, but at my own pace?
4. Do I believe my attitude won't make a difference?
5. Do I share my ideas to make the transition easier?
6. Am I resisting change because of fear?
7. Do I see myself as a change agent?

8. Is my attitude affecting the quality of my work?
9. Are there things I could do to increase my enthusiasm?
10. Do I recognize that change often brings problems?
11. Am I willing to help solve those problems?
12. Do I see change as bringing opportunities for growth?
13. Have I developed tunnel vision?
14. Am I proactive about keeping pace with change?
15. Am I sending mixed messages?
16. Do we have change systems and training in place?

### **Negotiation Skills: How Talking to Yourself First Can Really Pay Off!**

We all negotiate every day, a lot more than we realize. Some leaders think that “negotiating” means getting your way – every time. That seldom happens, unless you have trained others to give up or give in. When preparing to negotiate, it helps to focus on some key questions as you plan your conversational strategy.

- What do you need or want - in order of importance?
- What does the other person need or want?
- What are you willing to give up to get what you need or want?
- What issues are not negotiable for you – or the other person?
- When do you cross the line from persuasion to manipulation?
- How can you work together so both of you are satisfied?
- How do you handle it when you don't get what you want?
- How does that impact your credibility and your relationships?

Sometimes the hardest conversations are the ones we have with ourselves. Deciding what's really important to you, and what you can do without, can greatly influence the outcome you want. Keep these strategies in mind when you're preparing to negotiate with anyone. If you plan and prepare well, you'll find that talking to yourself first really can pay big dividends!

## **Take charge of your career.**

There are no more guarantees. Instead of thinking of yourself only as someone's employee, think of yourself as a consultant who brings your knowledge, skills, and abilities to your own organization/client. Be prepared and ready to make your own career decisions. This may involve taking your knowledge, skills and abilities to a new organization/client if necessary. Where do you see yourself in two years – five years – and beyond? What are you doing to remain employable and marketable for the future? Remember that you are in charge of your own career and your own life. Keep all of your options open.

## **Make Tough Decisions without Easy Choices or Guarantees**

1. What are your options or choices?
2. Who – or what – is stopping you from making your decision?
3. What needs to happen next?
4. Who needs to act?
5. Who needs to get out of the way?
6. How much longer can you afford to wait until the easy choices come along?

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About your speaker today ...

Combining wit with wisdom and humor with common sense, Jean Gatz is one of the top-rated keynote speakers in the country. She works with business, industry, healthcare, education, women's groups, government and associations. Jean is one of only 175 women worldwide to hold the designation of Certified Speaking Professional. Voted one of the "Top Ten" speakers for the Society for Human Resource Management at the largest HR conference in the world, Jean is also a Platinum Level Speaker for Meeting Professionals International. She is the author of "How to Be the Person Successful Companies Fight to Keep" and "Mama Said There'd Be Days Like This," stories and strategies for creating a less-stressed life. A contributor to several professional journals, Jean is a recognized expert on communication, dealing with difficult people, leadership and career development. Her goal is for every audience to leave her programs with a renewed sense of enthusiasm for who they are and for the people and issues that really matter. Her mission is to help bring pride and joy to work and life. Learn more about Jean and read helpful articles from her free monthly ezine on her website: [www.jeangatz.com](http://www.jeangatz.com).

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