



BUILDING YOUR LEADERSHIP SKILLS

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Today's Agenda

- Are You a Leader or a Manager?
- Leadership/Supervisory Skills
- Evaluation of Skills
- Where do you stand?
- Wrap Up



Leadership Definitions

- The power or ability to lead other people
- Leadership is the ability to create a vision that motivates others for positive change, help refocus resources on the right solutions, and provide opportunity for growth and learning.



Quotes to consider

- "Leadership is the art of getting someone else to do something you want done because they want to do it." Dwight D. Eisenhower
- "Leadership is a series of behaviors rather than a role for heroes." Margaret Wheatley
- "You manage things; you lead people." Grace Murray Hopper
- "If your actions inspire others to dream more, learn more, do more and become more, you are a leader." John Quincy Adams
- "A leader is one who knows the way, goes the way, and shows the way." John C. Maxwell



Are you a manager or a leader?

Manager

- Oversees the current process well
- Must achieve balance
- Thinks execution
- Comfortable with control
- Problems are just that, and need resolution ASAP
- Procedure is king
- Instructs as to technique and process
- Impersonal, remote

Leader

- Wants to create the future
- Needs to make change
- Thinks ideas
- Welcomes risks
- Sees problems as opportunities
- Is patient
- Substance is king
- High emotional intelligence



Leadership vs. Management

Leaders

- Ability to develop a vision that motivates others to work with passion towards a common goal
- Seeks improvement through positive change
- Doing the right thing and leading by example

Managers

- Ability to organize resources and coordinate execution of tasks necessary to reach a goal in a timely and cost effective manner
- Seeks order through stability and predictability.
- Do things right and save themselves



Three types of leaders



Authoritarian

Authoritarian leaders direct and control all activities without meaningful participation by other members of the team.



Participative

Participative leaders encourage group members to participate, but retain the final say over the decision-making process.



Delegative

Delegative or laissez-faire leaders give little or no guidance to group members.



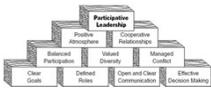
Autocratic

- Authoritarian Leader
 - Makes decisions alone
 - Only one person has power
 - Decisions enforced by using rewards and fear of punishment



Participative/Democratic

- Participative/Democratic leader
 - Includes one or two employees in decision making
 - Open communication
 - Suggestions and feedback are given in both directions
 - Information is shared with the group

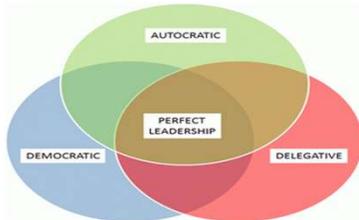



Delegate

- Free-reign leader
- Gives power to followers to make decisions
- Still responsible for decisions made
- Followers are able to analyze the situation



Leadership Styles



What's your Pathway to Leadership?



Reflection: What makes a good leader?



Leadership Skills

individual-contributor transparent admits-mistakes
 innovative optimizer change-champion skills
 initiative time-management feedback honesty
 reflective leader staff-development
 creative collaboration humor team-building loyal
 balanced partnerships balance
 positivity ethical diversity-advocate communication
 open cultural-competencies work-life delegate
 engaged directional follower concise
 problem-solver assessment fair active-listener
 project prioritize decisiveness
 challenging data-analysis strategist optimism
 recognition openness courage



Leadership = Personality Traits

- We all bring who we are into how we lead.
- It is highly personal.
- Overcome barriers by honing your personal leadership style.
- Know yourself and know others.
- Know, recognize, and understand you have biases.



Skills for Leaders – Today’s focus

- Communication
- Confidence
- Conflict Resolution
- Interpersonal Skills
- Leadership Development
- Motivational
- Networking
- Problem Solving Skills
- Priority Management
- Respect of Diversity



Communication

- Encourage two way communication
- Be clear and intentional
- What’s your meaning?
- What are your methods of communication?
- Constant, over communicate at times.
- Regular staff meetings collective and individual.
- Leaders do not always speak, they listen!



How do good leaders communicate?



Confidence

- Sometimes being confident is *projecting* confidence
- Know your strengths and your weaknesses
- Sometimes you have to step out of your comfort zone to develop as a leader



Conflict Resolution

- Conflict must be addressed head-on
- Don't miss an opportunity for growth in your office or with a team member
- Know your team and know what will work



Interpersonal Skills

- Interpersonal effectiveness-individual's ability to influence others, competently.
- How well do you play in the sandbox?
- Do you have an awareness of the situation?
- Do you have an ability to sway the conversation or focus?
- Do you have a strong commitment or connection to your team?



Leadership Development

- Empower your staff
- Create an environment where suggestions are respected
- Participation is encouraged
- Give your employees opportunities for growth
 - Within the Financial Aid Office
 - On Campus
 - Other?
- Don't be afraid to get involved, roll up your sleeves!
- Create accountability



Motivational

- Create environment of appreciation
- Participation and suggestions should be encouraged
- Use the feedback that is given



Motivational



Networking

- Build your network!
- They can help you with Financial Aid topics or management issues



Problem Solving Skills

- Be proactive
- Look at things from all angles
- Who benefits the most?



Priority Management

- How do you prioritize your time?
- How do you prepare for your day?
- One person's emergency may not be yours



Respect of Diversity

- Listen to the opinions of those with different experiences
- Treat people with respect
- Walk in others' footsteps



Self-Evaluation



Self-Evaluation

For the 10 skills, give yourself a "10" for your best skill, and a "1" for your skill that needs the most work...

- Communication
- Confidence
- Conflict Resolution
- Interpersonal Skills
- Leadership Development
- Motivational
- Networking
- Problem Solving Skills
- Priority Management
- Respect of Diversity



Chad's Scores



Evaluation of Skills

- Allow for self-evaluation
- Have your team/direct reports/supervisor evaluate you



Let's Build Your Foundation!

- Who are the people, what are the places, and what are the events that have helped you develop your leadership?
- What about books you have read? Trainings you have attended? Classes you took throughout your education?



How to Take the Next Step

- Establish your goals
- Get feedback, what can you do better?
- Talk with your leadership
- Discuss with your spouse, partner, family, etc.
- Define what success means to you!



In Conclusion

- Your path to leadership will be unique
- No one can master all skills
- You must constantly work on your leadership skills



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Questions?

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