



IMPACT RENEWING OUR FOCUS

THROUGH THE EYES OF LEADERSHIP

HOW WE NEED TO RE ENGAGE OUR WORK FORCE

Presented by Karen Fitz Ritson



WHAT DO WE WANT TO ACHIEVE

- ❑ Understanding the role of Leadership
- ❑ How do we engage
- ❑ How do we produce meaningful results
- ❑ How do we sustain

When the World stood still.....

- ▶ June 4th 2016 in a Phoenix Arizona hospital the World was forced to say goodbye to the legendary Mohammed Ali
- ▶ His death was so saddening it was as if the world stood still that day to pause and reflect on a great man who impacted and touched the lives of so many people from Kings to the Common Man
- ▶ Mohammed Ali was an exceptional human being and commanded a great deal of respect from world leaders as he graced many of their shores and negotiated political stances on behalf of the United States government.
- ▶ Mohammed Ali's message was clear, he stood for justice and peace and nothing resonated this more, when he sacrificed his career in taking a stance by not fighting in the Vietnam War when he was drafted

LESSON 1: LEADERS MUST STAND FOR SOMETHING AND BE CONSISTENT



Famous Ali Quotes

“He who is not courageous enough to take risks will accomplish nothing in life”.

Muhammad Ali

“It's the repetition of affirmations that leads to belief. And once that belief becomes a deep conviction, things begin to happen”.

Muhammad Ali

“Service to others is the rent you pay for your room here on earth.”

Muhammad Ali

LESSON 2 : LEADERS MUST ASPIRE TO BE ROLE MODELS AND BE SOMEWHAT HEROIC





What do we expect of our Leaders

- ❑ Honesty and Integrity
- ❑ Consistency and Predictability
- ❑ Reliability - someone who will be there to steer the ship
- ❑ Responsiveness and adaptability
- ❑ Open communication in a comprehensible fashion
- ❑ Results!!!!!!!

Food for thought

Intelligence, knowledge or experience are important and might get you a job, but strong communication skills are what will get you promoted.


Mireille Guiliano



HONESTY AND INTEGRITY

- ❑ This comes down to the value system you bring to the table which influences the business ethics in conducting business
- ❑ How are you perceived by your peers, do you engage them?

Warren Buffet once said



“Somebody once said that in looking for people to hire, you look for three qualities: **integrity, intelligence, and energy**. And if you don’t have the first, the other two will kill you. You think about it; it’s true. If you hire somebody without [integrity], you really want them to be dumb and lazy.”

Business Ethics

In a nut shell Business Ethics speaks to four main points

1. Long Term Growth
2. Cost and Risk Reduction
3. Anti Capitalist Sentiment
4. Limited Resources

How we manage these factors efficiently again speak to our value system and our integrity to ensure that we strike the happy medium and not the singular gain which can have a ripple effect at all levels of the organization

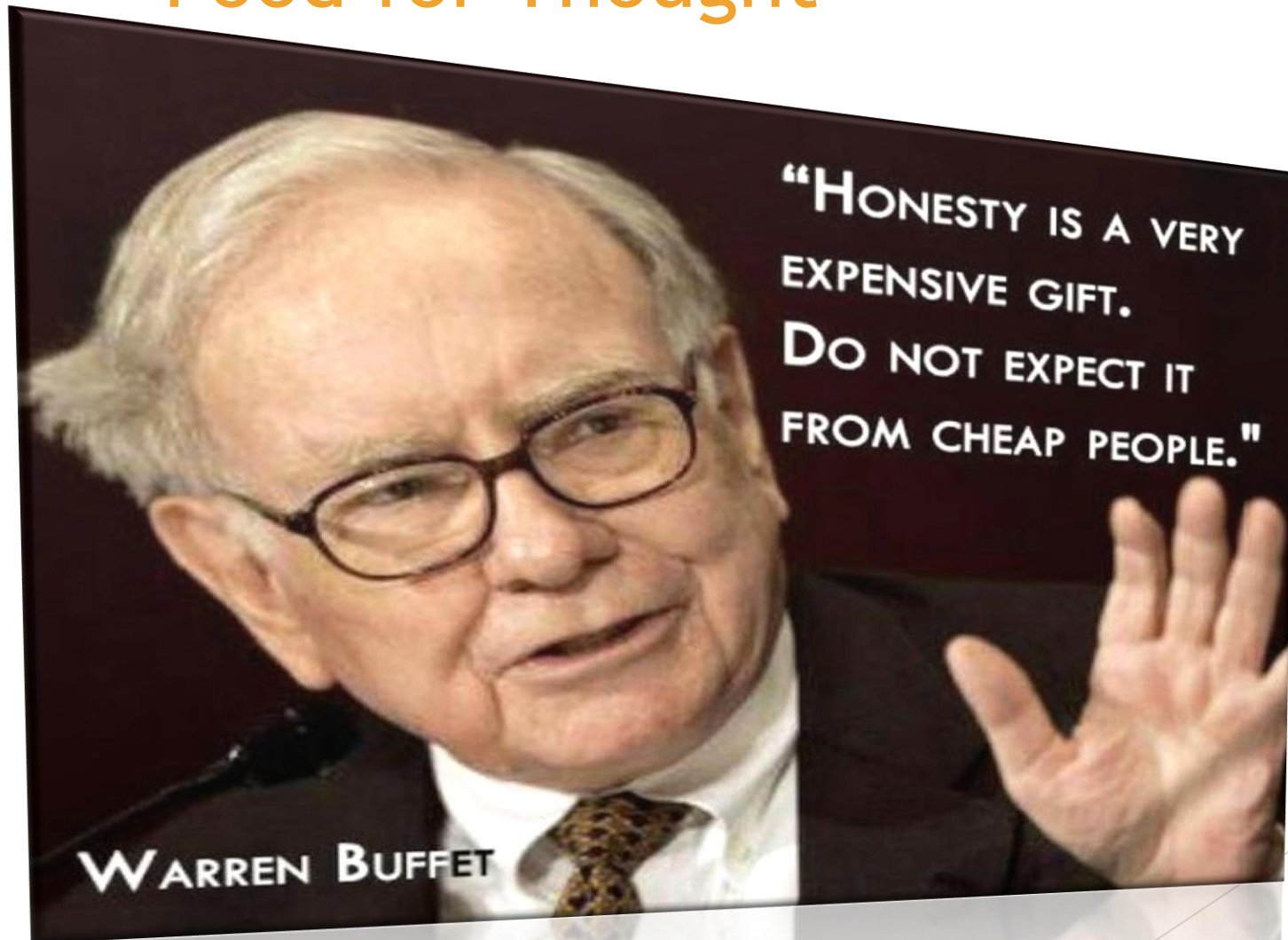
The Importance of Business Ethics

Final Note

Ethical behaviour and corporate social responsibility can bring significant benefits to a business. For example, they may:

- ❑ Attract customers to the firm's products, which means boosting sales and profits
- ❑ Make employees want to stay with the business, reduce labour turnover and therefore increase productivity
- ❑ Attract more employees wanting to work for the business, reduce recruitment costs and enable the company to get the most talented employees in the pool
- ❑ Attract investors and keep the company's share price high, thereby protecting the business from takeover.

Food for Thought





CONSISTENCY AND PREDICTABILITY

- ❑ When you lead you need to be **trusted**
- ❑ Your team must know that what you **say** is what you **mean** and that they can count on you in all seasons
- ❑ You must be **repetitious** and articulate the goals and objectives
- ❑ Predictability is important because it removes the chaos and that starts with **YOU**
- ❑ You cannot effectively grow the bottom line of the business if you create bottlenecks, thus impacts the first rule of business ethics
 - **The long Term Growth of the Business**

Fundamentally the importance of business ethics is driven by personal ethics and morality and most people are fundamentally self-interested. But, if it is in people's best interest to be ethical, this has the potential to drive real change in an Organization



CONSISTENCY AND PREDICTABILITY

Why is Predictability and Consistency Important

- ❑ It allows you to measure outcomes quicker and make you more flexible and nimble
- ❑ It allows your team to actualize once you have established the parameters
- ❑ Let them (your TEAM) to be the true HEROS
- ❑ It allows the team take ownership, so the outcome can be far more effective than you imagined
- ❑ Consistency allows for a faster responsive time, therefore making you a better internal and external customer

Results due to the Lack of CONSISTENCY AND PREDICTABILITY

- ▶ Michael Gove along with former London's Mayor Boris Johnson campaigned for an exit from the EU
- ▶ Boris Johnson was seeking party leadership with Gove as his campaign manager
- ▶ Gove shocked the party by announcing in July that he had decided Johnson was not up to the job and declaring himself a candidate instead.
- ▶ The betrayal probably hurt his leadership chances, fueling a view among Tories that he is disloyal.
- ▶ Outcome :Theresa May emerged as the winner and Wednesday July 13th will be sworn as the next Prime Minister of England



LESSON 3 : LEADERS WHO LACK CREDIBILITY CAN DESTROY THEIR CAREERS

RESPONSIVENESS AND ADAPTABILITY

- ❑ The Responsive Manager tends to succeed by building bonds of respect and trust with those around him/her.
- ❑ Staff members will respond positively to responsive managers; and tend to work more diligently, to help the manager and the organization by extent to succeed, they will go the extra mile when necessary.
- ❑ The responsive managers acts consistently with the principle of their jobs which enables their staff do their jobs even better.
- ❑ Therefore this basic inter-dependence emerges due to behaviours that demonstrate concern, respect and trust.

RESPONSIVENESS AND ADAPTABILITY

- ❑ Responsive managers also influence those above them in the hierarchy. Because responsive managers have the ability to read and act upon the needs of their "bosses", they are perceived as being helpful and reliable, or in a simple way, being very useful.
- ❑ This allows them to get the "ear" of people above them in the system, and further helps to get support to drive that leader's goals and objectives.
- ❑ When you are viewed favourably it is a win/win situation all around for you and your team



RESPONSIVENESS AND ADAPTABILITY

Responsiveness speaks to two Business Ethics that an effective leader should be mindful of

- Cost and Risk Reduction
- Limited Resources

LESSON 4 : LEADERS MUST LEARN TO BE ADAPTABLE AND KEEP THEIR EYE ON THE PRIZE FOR THE WIN/WIN SITUATION



OPEN COMMUNICATION

- ❑ Good Leadership speaks to good communication
- ❑ The best leaders are first-rate communicators. Their values are clear and solid, and what they say promotes those values. Their teams admire them and follow their lead.
- ❑ If you want your company to reach new benchmarks of achievement, you must master the art of clear communication.

OPEN COMMUNICATION

**“THE ART OF COMMUNICATION IS THE
LANGUAGE OF LEADERSHIP.”**

JAMES HUMES

© Lifehack Quotes



OPEN COMMUNICATION

- ❑ Communication is not only about being the deliverer
- ❑ Communication is also about being receptive as the receiver

FOOD FOR THOUGHT

- Do leaders listen enough to those that they lead?
- What recent lessons have been learnt when leaders do not connect with their “audience”
- Are there implications when the message is poorly delivered
- Do we always use the right medium for the delivery of communication

LESSON 5 : GOOD LEADERS MUST MASTER THE ART OF UNDERSTANDING THE AUDIENCE THEY ARE COMMUNICATING WITH, IF THEY ARE TO BE EFFECTIVE



More on Effective Communication

Communication needs to be a two way street

Prepare how you will communicate

- Simplify the goal of the communication.
- Plan carefully before communicating in either print or in person.
- Anticipate the receiver's viewpoint and reaction.

Deliver the message

- Express your meaning with conviction.
- Relate the message - expressing the larger goals what you want to achieve.
- Identify the action to be taken.
- Confirm before you conclude that the other person understands.

More on Effective Communication

Receive the message

- Keep an open mind.
- Identify key points in the message.
- Value constructive feedback and use it to grow.
- Confirm your understanding.

Evaluate the effectiveness of the communication afterwards

Take corrective action as necessary

**LESSON 6 : LEADERS WHO ARE GOOD LISTENERS AND GET CONSTRUCTIVE
FEEDBACK WILL GET GOOD RESULTS**

Effective Communication Lessons

- ❑ They Know Your Audience
- ❑ They Are Experts In Body Language
- ❑ They Are Honest
- ❑ They Are Authentic
- ❑ They Speak With Authority
- ❑ They Use Phrases Like 'It's My Fault,' 'I Was Wrong,' and 'I'm Sorry'
- ❑ They Solicit Feedback
- ❑ They're Proactive



NELSON MANDLA ON COMMUNICATION

If you talk to a man in a language he understands, that goes to his head.

If you talk to him in his language, that goes to his heart.

Nelson Mandela



RESULTS ORIENTED

The objective of good leadership is to complete the task at hand and to engender the team to successfully and strategically lead them to the finishing line

Harvard Business review in February 2014 did a study to reflect exactly that and these were the results

- ▶ Results-oriented leaders are rated as good leaders ~14% of the time
- ▶ People-oriented leaders are rated as good leaders ~12% of the time
- ▶ Leaders with both strong analytical and social skills are rated as good leaders ~72% of the time

Their findings went on to say only 1% of business/world leaders are capable of doing so



RESULTS ORIENTED

So how do we overcome this

- ❑ Need to re socialize and shift the “me” to “we”
- ❑ Make your team hungry to self actualize and reward them when they achieve their goals
- ❑ Build trust and let them know that you are there to guide them
- ❑ Build them up to reach their fullest potential
- ❑ Lead them when they fall - we must never be afraid to understand the lessons of failure, it can only make you grow

LESSON 7 : LEADERS MUST NOT BE AFRAID TO LEAD – USE YOUR COLLABORATIVE BLUE PRINT AND STEP FORWARD

Leaders who have transformed the world

LESSON 8

**LEADERS MUST HAVE A
CLEAR VISION AND BE BOLD
AND HONEST IN THEIR REAL
MOTIVES FOR EXECUTION**



Diana Princess of Wales



Mikhail Gorbachev



Mark Zuckerberg



Dr Martin Luther King



Henry Ford



Barack Obama



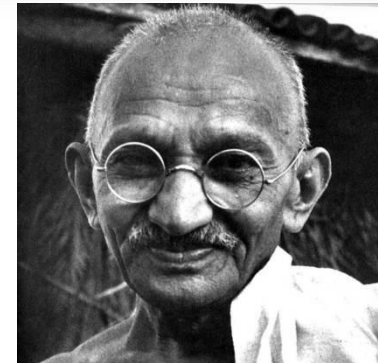
Jeff Weiner



Nelson Mandela



Mother Teresa



Mahatma Ghandi



Angela Merkle

Obama's truth on Leadership at Nelson Mandela's Funeral



“Too many of us as leaders
are on the sidelines.
Comfortable in complacency and
cynicism.
When our voices must be heard!”

Karen Fitz Ritson's Parting words on Leadership

- ▶ Leadership is about having a vision and staying the course
- ▶ Leadership is about exploring the possibilities - release your own ideas to transform your “space”
- ▶ Leadership is about creating realities in an ethical and just manner that makes a meaningful and lasting impact
- ▶ Leadership is about empathy and caring and lifting others on your shoulders to make them rise to their greatest potential
- ▶ Leadership is about building and sustaining relationships that can transcend any boundary
- ▶ Leadership is about respect
- ▶ Leadership is about leaving a solid legacy that will always make you relevant



Food for Thought

“Leadership is not a magnetic personality, that can just as well be a glib tongue. It is not "making friends and influencing people", that is flattery. Leadership is lifting a person's vision to higher sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations.”

Peter Drucker

