



## What makes a Great Leader?




Brian Bennett – Chief Executive Officer



## What makes a Great Leader?


- A great leader must have a vision for the future, is not afraid of challenges, changes and risks.
- Loyal, integrity, understanding and a communicator.
- Humble, approachable, confident and trustworthy.
- The best leaders are responsive to their customers, staff, investors and prospects.
- Always endeavoring to improve themselves






## What is leadership?

- The ability to influence a group toward achievement of a vision or set of goals.
- Leadership is not a characteristic reserved for the extraordinary



## How does a good leader adapt to change?

- Working in a team – “never do it alone”
- Are you willing to changing your behaviour everyday and do something you don’t know how to do?
- Are you willing to put yourself in an awkward place?
- Real growth only happens with sustained efforts.




## Exercises in Leadership are exercises in Human Factors

- A Leader is a:
  - ✓ **Collaborative developer** of mission, vision, and core values;
  - ✓ **Creator** of an enjoyable work environment;
  - ✓ **Capabilities builder**- developer of people;
  - ✓ **Communications initiator** (organisation-wide);
  - ✓ **Compassion & understanding** - role model for emotional intelligence;
  - ✓ **Carrier** of information and strategic data;
  - ✓ **Consensus seeker** – both a risk taker and team player
  - ✓ **Change agent**

Some of these attributes are skills, some are characteristics and some are personal traits. Some to be demonstrated and some to be managed.

All are **Human Factors**.





## How do you recognize a great leader?

**Abraham Lincoln**

- Empathy and teamwork: See others' perspective.
- Acknowledged team, shared credit for success and shared the blame for failures.
- Refused to compromise – listened and never lose sight of the strategic goal.
- Used communication to connect through honesty and Integrity.
- Continued improvement.

*"The way for a man to rise is to improve himself in every way he can..."*

## A Great Leader has

**Great Listening Skills**

Listening is the foundation of any good relationship.



**Team Playing**

No matter how small your organization is, you interact with others everyday. Letting others shine. Encouraging innovative ideas.




## How do you recognize a great leader?

**Mother Teresa**

- Clearly identify your mission/vision
- Know when to draw the line
- Get the timing right
- Embrace doubt
- Follow your call to action

*"Do not wait for leaders; do it alone person to person"*




## A Great Leader

**Story Telling**

Story telling is what captivates people and drives them to take action.




**Authenticity**

Great leaders are who they say they are & have integrity beyond compare.




## Leader v Manager


- A Manager has a desire to always be right
- A Manager never wants to make a mistake
- If they make a mistake they may try to hide it and/or never admit it.
- True Leaders understands innovation
- Leaders allows teams to make mistakes
- Without mistakes there is no innovation
- Are you a Manger or Leader ???



## A Manager or Leader



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## Examples of Great Leaders

### Ernest Hemingway

" When people talk, listen completely. Most People Never Listen"

### Robert McAfee

" Storytelling is the most powerful way to put ideas into the world today"

### Oprah Winfrey

" I had no idea that being your authentic self could make me as rich as I've become. If I had, I'd have done it a lot earlier"

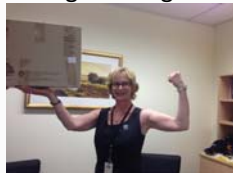


## What are their Attributes and skills?

### Setting a goal



### Gathering a strong team



## What are their Attributes and skills?

### Having a Vision of what they need done



### Superb Communication Skills



## What are their Attributes and skills?

### Having the " We can do it, and we can get it done" attitude



### Having an Ambition!



## How does a good leader adapt to change ?

- A good leader should always treat change with great flexibility and courage. Adapting to changes challenges you as a leader.
- Always look at change as an opportunity to grow and develop your skills
- Change can help motivate you and identify areas and opportunities for development.
- Leaders must be flexible in managing changes, opportunities and challenges.



## A good leader will adapt to change by

- Staying alert at the workplace and know what is happening around them
- Anticipate the change process by recognizing its different stages
- Maintaining open communication channels
- Being flexible enough to look at the different angles of the change and see where they could apply existing skills and knowledge, and what new skills are needed.
- Staying optimistic and keeping a positive attitude.



## Proudly developed by the Leadership team at Encompass Credit Union



## Leadership it is up to You

Questions ???

