

LEADERSHIP

Lesson Plan for TRUSS
Prepared by Ms. Priya Singh

Contents -

- Communication Skills
- Time Management
- Conflict Resolution
- Motivating and Influencing your teams
- Effective feedback
- Diversity and inclusion
- Activity

Communication

- Authenticity counts — a lot.

Be honest and sincere. Find your own voice; quit using corporate-speak or sounding like someone you're not. Let who you are, where you come from, and what you value come through in your communication. People want, respect, and will follow authentic leadership. So forget about eloquence — worry about being real. Don't disguise who you are. People will never willingly follow someone they feel is inauthentic.

- Visibility is a form of communication.

If you want to communicate well, don't be out of sight. Don't be known only by your emails and official missives. Be present, visible, and available. Getting "out there" —

consistently and predictably — lets others know what kind of leader you are. People need to see and feel who you are to feel connected to the work you want them to do. Find ways to interact with all of your stakeholder groups, even (and especially!) if communicating in a crisis.

- Listening is a powerful skill.

Good communicators are also good listeners. When you listen well, you gain a clear understanding of another's perspective and knowledge. Listening fosters trust, respect, openness, and alignment. Active listening is a key part of coaching others. Allow people to air their concerns. Ask powerful questions that open the door to what people think and feel. And pay close, respectful attention to what is said — and what's left unsaid.

5 tips for effective communication

- Communicate relentlessly.

Communicate information, thoughts, and ideas clearly — and frequently — in different media. Keep processes open and transparent, and find ways to help smooth the path of communication for your team, employees, or organization. Shed all traces of detachment and arrogance, and take the time to talk to your people.

- Simplify and be direct.

Say what you mean. Be direct. Don't hide behind complexity or pile on a ton of information. Direct communication can be the most important type of communication. This is even more important when communicating in a virtual setting.

- Listen and encourage input.

Pause. Be okay with silence. Encourage the other person to offer ideas and solutions before you give yours. Do 80% of the listening and 20% of the talking. And showing

interest in, and respect for, your colleagues will help you build trust and make the emotional connection that's so important for effective leadership. Let team members know they are valuable, show empathy, and create psychological safety so people feel comfortable speaking up. It will show those you lead that you care about both them *and* the organization.

- Illustrate through stories.

When you tell a good story, you give life to a vision, goal, or objective. Telling good stories creates trust, captures hearts and minds, and serves as a reminder of the vision. Plus, people find it easier to repeat a story or refer to an image or quote than to talk about a mission statement, strategy document, or project plan. This is key when communicating the vision.

- Affirm with actions.

While effective leaders master the art and craft of language, speaking clearly, and presenting logical and compelling arguments, skilled leaders also know that communication goes beyond words. If people hear one thing from you and see another, your credibility is shot. People need to trust you. Your behavior and actions communicate a world of information — so focus on alignment and be clear on the messages you send even when you aren't saying anything.

Time management

- Do a calendar cleanse

As an organizational leader, it is often hard to decline an invitation to meetings. If you say 'no' or 'not now' to such an invite, it might sound like you are violating a cultural norm. However, if you were to evaluate all the meetings you attended the previous week, you may realize that many meetings you attend are pointless. As such, it will make better use of your time and help to build a management system if you get into the habit of asking about the agenda of a meeting when invited. This way, you can politely decline a meeting that is not a top priority to communicate a world of information — so focus on alignment and be clear on the messages you send even when you aren't saying anything.

- Set Clear Goals

Most of the problems of time management stem back to setting goals that fall short in clarity in the first place. Setting clear goals is critical to motivating your employees if you are in organizational leadership. The ideal for workplace leaders is to set specific, measurable, achievable, and relevant goals. Moreover, each goal needs to be a time-bound objective to achieve and provide room for planning and execution

- Get Organized

Success in the workplace stems from an organized calendar. Starting each work week is usually overwhelming and can be intimidating. As a leader, your main goal is often to prove yourself and broadcast your ability to produce high-quality work while staying on top of all the chaos. If you want to effectively manage your time in the workplace, then you need to stay on top of things right from the beginning. You will want to explore implementing management tools that automate the bulk of your work. The attendance management system, for example, helps you keep up with all your employee's activities.

- Learn to Delegate Tasks

Instead of trying to attempt tasks that require a skill you lack, it can be worthwhile delegating tasks. Delegating tasks allows you to focus your skills and energy on the tasks you are good at while delegating those that might be challenging for you, like logo design for example. That said, you need to determine the tasks that are worth delegating and learn to let go of them. Take some time to understand your strengths and identify where you will need assistance. After that, identify the best people in your workspace to manage the task.

- Schedule Everything

At the start of every business week, it is important to schedule everything and stick with the plan. As a result, you are able to use your time effectively with more structure and discipline. Scheduling is essential because it reduces the time wasted every week. Besides, scheduling everything allows you to create a benchmark that will give you a baseline on the time it takes to complete a task. More importantly, if you realize that you are spending too much time on tasks of low importance, then you can delegate the work.

- Prioritize

One of the most common struggles of workplace leaders is learning to prioritize. When you have more things to do and less time to do it, identifying the tasks that deserve your attention can be a struggle. However, mastering prioritization can change your life as a workplace leader. First, capture all the tasks you need to perform on a master list. Next, you can break down the list into monthly, weekly, and daily goals. Remember to always remain realistic about the number of tasks you can take on in a day to effectively manage your time.

Conflict Resolution

Conflict management is defined as the ability to identify and handle conflicts efficiently and fairly. Leaders must deal with conflict management on a daily basis. It is important for leaders to remember to deal with the situation and be tempted to become involved in nonrelated issues. Leaders must ensure they continuously communicate with their team as well as articulate a vision. The impact of conflict in the workplace can result in a disruption of the effectiveness of employees and slow the achievement of organizational goals. Leaders are often challenged with navigating seamlessly through conflict.

Identification of the conflicting source using a thorough assessment of the situation is essential.

Some important leadership strategies for dealing with conflict management include the following:

- Diagnose the conflict.

Diagnosis of the conflict begins with a thorough assessment of the situation. It is important for leaders to remember not to avoid the issue. The leader must make attempts to minimize or neutralize the conflict. Leaders must remember they are not in a popularity contest and not all decisions will be supported by everyone. Before acting, the leader must ensure there is proof of wrongdoing. It is important not to create unnecessary conflict and not to wait until the situation is beyond repair. If the leader waits too long to act, others will feel the leader is hesitant to make decisions.

- Maintain boundaries.

A leader must assist and support others in maintaining boundaries. Additionally, leaders must possess enough self-awareness to keep themselves from crossing lines. Ongoing awareness of boundaries will help assist in establishing standards to prevent further conflict.

- Respect differences.

As opposed to influencing, the leader must respect the unique skills of those. Far too often, a leader sides with those they trust the most and do not venture out to capture the diverse skills of their employees. A leader must work to appreciate the gifts everyone brings to the workplace.

- Identify a goal.

Leadership includes doing things others do not like to do. This includes conflict resolution. The leader must be careful when addressing only one person's point of view. Leaders must gather information, develop their own self-awareness, and be ready for

the unexpected. A goal for managing conflict should be identified and strategies specific to achieving the identified goal should be implemented. This strategic approach can assist the leader in staying on task and resolving the issue at hand.

Motivating your teams

Teams are the way that most companies get important work done. When you combine the energy, knowledge, and skills of a motivated group of people, then you and your team can accomplish anything you set your minds to.

- Pay your people what they are worth

When you set your employees' salaries, be sure that their pay is consistent with what other companies in your industry and geographic area are paying. Don't lose great people because you're underpaying them.

- Offer opportunities for self-development

When you set your employees' salaries, be sure that their pay is consistent with what other companies in your industry and geographic area are paying. Don't lose great people because you're underpaying them

- Foster collaboration within the team

Encourage the members of your team to fully participate by inviting their input and suggestions on how to do things better. Ask questions, listen to their answers, and, whenever possible, implement their solutions.

- Encourage happiness

Keep an eye on whether or not your people are happy with their work, their employer, and you. If they're not, you can count on this unhappiness to spread.

☐ Don't punish failure

☐ Set clear goals

As a leader, it's your job to work with the members of your team to set clear goals. Make sure everyone knows exactly what those goals are, what their relative priority is, and what the team's role is in reaching them.

- Don't micromanage

No one likes a boss who is constantly looking over her shoulder and second-guessing her every decision.

- Avoid useless meetings

Effective feedback

Feedback is sort of a necessary evil. No one particularly likes to listen to what they're doing wrong, and often the words are difficult or confusing to hear. And feedback isn't especially easy to give, either. But as a leader or coach, it's your job to provide effective feedback. Constructive suggestions can help your direct reports and colleagues succeed.

So, how do you do it?

- Consider the specific situation.

Giving feedback to a new employee who's anxious about her first presentation is different from giving feedback to a confident, long-term employee who's eager for more visibility.

- Remember that people process information differently.

Some people understand your message quickly, while others need time to absorb it. Some will want to focus on decisions, actions, and implications. Others will want to ponder and work out possible solutions on their own. Consider what different approaches you may use to influence people and choose the most effective tactic for your situation.

- Factor in your coachee's health, personal, and family problems.

Resistance to feedback or unexpected reactions may be connected to stresses and problems outside work. When you're aware of extenuating circumstances, you may decide to adjust the timing and content of your feedback. But don't assume you know what's going on; be prepared to handle the unexpected.

- Individualize your delivery – keep in mind your coachee's strengths and weaknesses.

For example, you may think a shoddy production report indicates disinterest or laziness. The coachee may agree the report was shoddy, but they may be embarrassed to admit they don't understand the new method of calculation. So give feedback about the report, but allow the other person to offer their own reasons and possible solutions. Be sure you actively listen to understand their response.

Diversity and Inclusion

Inclusive leaders are individuals who are aware of their own biases and actively seek out and consider different perspectives to inform their decision-making and collaborate more effectively with others.

Inclusive leadership also means that leaders commit to ensuring all team members:

- Are treated equitably,
- Feel a sense of belonging and value, and
- Have the resources and support they need to achieve their full potential.

Deepen your self-awareness.

As your first empowering act of inclusion, build a solid foundation of personal understanding. Sometimes this may mean asking for feedback; admitting to your own

mistakes and failures; reflecting on your own upbringing, background, and social identity; talking about your emotions and experiences, or advocating for your own needs.

You need to have a high level of self-awareness; understand your own biases, strengths, and weaknesses; and be comfortable in your own skin in order to be able to engage in acts of inclusion or practice allyship.

Foster social awareness.

From self-awareness comes social awareness, a part of emotional intelligence. Social awareness is the currency of dialogue and our relationships with other people.

When people lack social awareness, they have trouble communicating, or tend to say the wrong things at the wrong times.

As you pay attention to what's going on around you, use the information you gather to build a culture of inclusion. For example, if a new person is hired, take some time to get to know them, show them around, and offer to help them get acclimated. Simple acts of inclusivity can help build a culture of respect in your organization.

Activity

Blindfold leader game

The teacher arranges the students into a single line and comes up with a starting point and finishing point. Then, the teacher places a blindfold on every student except for the student who is at the front of the line.

The teacher tells each student to put their left hand on the left shoulder of the person in front of them. Next, the teacher says “go”. The aim is for the leader (who is not

blindfolded) to walk towards the finishing point, providing instructions to students behind, who are blindfolded.

An extra challenging game sees the teacher putting obstacles in the path – the leader must direct followers on how to avoid the obstacles and successfully reach the finish line. When this goal is achieved, a different student takes a turn to be the leader.