

Leadership  
CSC 424 Software Engineering II  
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4/23/2021

When considering the choice of three people that I find to be good leaders, I immediately think of my boss, my mother, and my partner. Each of them are very different in their personalities and stages of life, but they are all equally efficient in leading those around them. They have each influenced me in my daily life, and I aspire to learn from the attributes that I witness in them. They know no strangers and people have a tendency to be drawn to them the second they meet them. People are happy to listen to what they have to say and treat them with respect because of the kinds of people they are.

It has been found that someone who is a good leader will possess the following skills: integrity, ability to delegate, communication, self-awareness, gratitude, learning agility, influence, empathy, courage, respect [1]. People typically hope and aim to follow someone who they can expect to be honest and have morals, and therefore have integrity. A person in leadership has to be able to lead and thus delegate tasks, but they need to be able to do so in a way that is not only effective but respectful and done with trust.

The qualities that I see in my mother that make her a good leader are that she is able to be relatable, hard-working, authoritative, and compassionate. She is also very analytical and a good problem solver. Long before becoming a teacher a few years ago, she was working different jobs to raise her five children. Often times, she would end up in managerial positions due to her work ethic and leadership traits. While I have never worked under the management of my mother except as her child, I imagine that those who worked with her enjoyed being under her leadership because she has never been the person who is afraid to get her hands dirty. She may ask you to do something, but that doesn't mean she isn't willing to do it herself as well. She has an appreciation for hard work and always lets others know that. While she was taking her classes at USM, she was hired on as a manager for the Physical Plant's custodial services at the school. Her role was not intended to be as hands on as it was, but due to issues in staffing, she had adapted her role to make sure that what was needed from the department was accomplished. At this time, she was in an accelerated master's program that took away any kind of free time and left little time for work. Despite this, she remained dedicated in her job and had to do a lot of physical labor. I know from our conversations that she went above and beyond the bare minimum that others would sometimes do, and she was very proactive in speaking on needs for improvement to those that were leading her as well. She would lend a hand to those who needed it to get the job finished. When I would come to the school and run into my mom, there would usually be someone around that my mom would introduce me to, and they would always make it a point to remind me how hard working or wonderful my mom is. I feel like this is one of the best ways to recognize a good leader: when others are happy to be led by someone and that person's character can be identified as someone who is kind and hard-working.





In my current job as a mobility technician in the ICU, I have an incredible leader for a boss, Tan Nguyen. One of his great qualities as a leader is how approachable he is. Anytime someone has an issue, there is no doubt that he can be approached with whatever it is. In the situations where there is not necessarily a solution and just a listening ear is needed, he is always willing to be there for that as well. He leads by example every single day. Even though he is in a managerial position, he will still see patients and try to cover some of the patient lists so that the therapists can have a somewhat reasonable load. Despite how busy he is, there have been times when we are working in a room and he is passing by in the hall and comes in to assist if it is a more difficult patient. When my coworkers and I are helping him, he is very kind and appreciative. There is almost never a day when he isn't telling us thank you for the hard work or commending us on something we have done. There are times when he will do something special for us like a breakfast or lunch has a gift of his appreciation. In my experience in other jobs, I always knew that my bosses knew I was a hard worker, but I wasn't told as often as I'd have liked that I was appreciated or doing a great job. Hearing it has been something that I have appreciated immensely. I know that it makes me want to do better and continue making him and myself proud. Good leaders let the people they are leading know they are valued. In the times where he needs to be more serious or get something important across to his team, he is able to do so in a very constructive way. His criticisms have never been anything less than well-intended. He is able to get things across in a way that does not make you feel less than. While giving those constructive points, he is sure to emphasize gratitude and appreciation so that it doesn't feel like you're only being told about something you're doing that may need to be improved on. My favorite quality in him is that I can tell he genuinely cares about me as a person. I feel like there are many bosses/leaders who care about their employees to some sort of degree, but it's not often that it is very personal. We spend so much of our lives at work and around our bosses and coworkers that I feel like it makes sense to have strong relationships with them.

Lastly, someone that I view in my life as an incredible leader is my partner. We work together on the mobility team, and every day he sets the example for how we should perform in our work. He shows extreme patience with both patients and coworkers alike, especially in times of confrontation. No matter what attitude or negativity is thrown his way, he will keep his composure and display a professional and calm demeanor. There is a particular coworker we have that tends to have a negative attitude at least once a week, if not every day at times. He is always very good about making her laugh and checking in on her. Typically, he can have her

attitude turned around, if not at least improved. No matter how busy he is, he is always willing to lend a hand to anyone who needs it, even outside of our own department's duties. He is also very good about having a demeanor that people respect. Coworkers that can have bad attitudes will typically not show that side of themselves to him, and I think that has to do with the way he carries himself. He is not someone that will be walked on, but he is also not arrogant. The amount of work he does greatly surpasses what is expected of him. Outside of the work environment, he inspires me in a more general sense simply as a person of great character. Honesty and integrity are two major characteristics of his. He refuses to lie to people, and he places great value in sticking to his word. He refuses to tell someone that he will do something and then not follow through. Whether someone is a good friend or even just an acquaintance, he will give them that same dependability if he has said they can expect something of him. From a more personal standpoint, there was a point in school where I was in the most difficult class I had ever taken. I was very lost, and it was making me feel depressed and absolutely terrified. He felt so bad that he signed up and paid for an online programming class so that he could have a better understanding of what I was talking about. While that course was not enough to necessarily aid in the more difficult class, which he knew going in, the simple fact that he wanted so badly to help me get through that class that he was willing to take time out of his day to try to help sums up exactly the kind of person he is. He is incredibly self-less and goal driven. His communication skills allow him to get whatever he needs across in a helpful and constructive way so that he never runs into issue of conflict. He displays the kinds of qualities that everyone in any kind of leadership position should have.



The characteristics that can be found in all of these three people in my life are what I believe to be absolutely necessary for anyone in a leadership position. I have experienced both great and not-so-great leaders in my life thus far, and the very best leaders have been the ones who are humble and kind. It seems that some people believe that when in a leadership role they need to be feared in order for people to listen to them and/or respect them, but I have found that this is not the case. A leader will reap much more from their followers when those following truly admire and appreciate the kind of person that their leader is. Each of these people inspire me, as well as others, on a day-to-day basis to be better in all aspects of life.

### Works Cited

- [1] “What Are the Characteristics of a Good Leader?” *CCL*, 9 Apr. 2021,  
[www.ccl.org/articles/leading-effectively-articles/characteristics-good-leader/](http://www.ccl.org/articles/leading-effectively-articles/characteristics-good-leader/).