

| **Grow** your career.
| **Level up** for the future.

Fundamental Leadership Skills for Supervisors & Managers

Effective Leadership and
Team Motivation Techniques



Today's Roadmap



The Supervisor as a Leader

- What is leadership?
- The importance of becoming a role model
- Competencies/behaviour and skills of great leader – why these matter?
- Managing the different daily interactions – how do we respond?
- Your leadership style: what does it mean and implications

Motivational Techniques

- What do we value in work?
- Fundamentals motivational techniques: telling or asking
- Creating opportunities to achieve – why this is an important aspect of motivation?
- Motivating without money – dealing with morale issues
- How to delegate to achieve higher productivity
 - Learning to let go and set consistent goals for your team
 - Effective delegation techniques – a form of training/development for staff
 - Involving your staff in setting parameters and time frames



Some views on leadership...



“At CCL, we define leadership as a *social process* that enables individuals to work together to achieve results that they could never achieve working as individuals.”

Centre for Creative Leadership



“Leadership is a set of behaviours used to help people align their collective direction, to execute strategic plans, and to continually renew an organization.”

McKinsey



“Leadership is influence, nothing more, nothing less.” We have opportunities every day to motivate ourselves and others to achieve great results.

John Maxwell



“Leadership involves applying KNOW:BE:DO behaviours and actions to inspire and develop oneself, others and their organization to achieve desired growth, culture and outcomes.”

Charmaine Moules

What does leadership look like to you?



Leadership “KNOW, BE, DO’s” (WB)

Competency (KNOW)	Behaviour (BE)	Skills (DO)
<p>Ex. Understand the fundamentals of leadership</p> <p>Ex. Self-awareness (SWOT)</p> <p>Ex. Understand human nature and behaviours, particularly your team, peers and boss</p> <p>Ex. Know your organization (culture, climate, political acumen)</p>	<p>Ex. Be a professional</p> <ul style="list-style-type: none">• Be loyal• Perform selfless service• Take personal responsibility <p>Ex. Model the way</p> <ul style="list-style-type: none">• Be courageous• Trust yourself & others• Be honest• Have a vision and believe in the future and possibilities	<p>Ex. Provide direction</p> <ul style="list-style-type: none">• Goal setting• Problem solving• Decision making• Strategic planning <p>Ex. Implement</p> <ul style="list-style-type: none">• Communicating with impact• Influence change efforts• Motivate team

Model the Way

People do what they see, not what they hear. Your consistent growth as a leader will show up in your results and will inspire others to become better too. As John Maxwell also says, ***“A leader knows the way, goes the way and shows the way.”***

The power of leadership is the power to influence and motivate people to change, grow and achieve common goals. It starts with growing and leading ourselves and extends to helping others on their leadership journeys.

Commit today to growth and becoming your best as a leader and you'll be well on your way to making a positive impact in your world.



Motives come from a threat or reward

When it comes to motivating people, it's simple. Basically we're all driven to **move away from pain** (or threats – both perceived and real), and **move towards pleasure** (or rewards – again, both perceived and real). This is where David Rock's SCARF Model comes in handy.



Motivating your Team



- 1) WB pg 8 – Complete exercise to list which behaviour (threat and reward) key team members are wearing.
- 2) WB pg 9 – Once you've identified threat and reward responses, use page 9 to get tips to motivate and avoid dis-engagement.
- 3) Discuss with others (each person shares):
 - 1) share an example from pg 8 (keeping names confidential) of team member's main SCARF behaviours
 - 2) how is this similar / different to yours
 - 3) what techniques will you use (ex. a-ha's from pg 9) with this team member
 - 4) get feedback from your peers
- 4) Share your learnings back to broader group



Motivation is NOT about the money!

Multi layers of leadership



“

**Be the change you want to see
in the world.”**

Gandhi

”