

# ***LEADERSHIP SKILLS***

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## **INTRODUCTION**

Leaders and their leadership skills play an important role in the growth of any organization. Leadership refers to the process of influencing the behavior of people in a manner that they strive willingly and enthusiastically towards the achievement of group objectives.

### **What is leadership?**

A simple definition is that leadership is the art of motivating a group of people to act toward achieving a common goal. In a business setting, this can mean directing workers and colleagues with a strategy to meet the company's needs, the essentials of being able and prepared to inspire others. Effective leadership is based upon ideas (whether original or borrowed), but won't happen unless those ideas can be communicated to others in a way that engages them enough to act as the leader wants them to act.

How your ability to lead can be impacted by your personality style and the personality styles of those on your team. But there will of course be times when you need to lead in a style that is best for getting the particular job done. You can modify it when you can in order to work best with the personality styles on your team. But you should also be able to recognize when you need to change what you are doing, not just how you are doing it, in order to lead the team as a whole towards success. Put even more simply, the leader is the inspiration for and director of the action. They are the person in the group that possesses the combination of personality and leadership skills to make others want to follow their direction.

### **How the Leadership Works?**

Effective leadership includes exhibiting a strong character. Leaders exhibit honesty, integrity, trustworthiness, and ethics. Leaders act in line with how they speak and earn the right to be responsible for others' success in the company. Strong leadership involves clear communication skills. Leaders speak with and listen to staff members,

respond to questions and concerns, and are empathetic. Leaders use effective communication skills for moving the company forward and achieving new levels of success. True leadership sees where the company is headed and plans the steps needed to get there. Visualizing what is possible, following trends in the industry, and taking risks to grow the business are all required of leaders.

Productive leadership shows optimism and provides positive energy for staff. Good leaders are supportive and are truly concerned about the well-being of others. Leaders find answers to challenges and reassure and inspire workers when things go awry. Leaders find ways for staff to work together and achieve maximum results in an efficient and effective manner.

### **IMPORTANCE of Leadership:**

Leadership is an important function of management which helps to maximize efficiency and to achieve organizational goals. The following points justify the importance of leadership in a concern.

#### **1-Initiates action:**

Leader is a person who starts the work by communicating the policies and plans to the subordinates from where the work actually starts.

#### **2-Providing guidance:**

A leader has to not only supervise but also play a guiding role for the subordinates. Guidance here means instructing the subordinates the way they have to perform their work effectively and efficiently.

#### **3-Creating confidence:**

Confidence is an important factor which can be achieved through expressing the work efforts to the subordinates, explaining them clearly their role and giving them guidelines to achieve the goals effectively. It is also important to hear the employees with regards to their complaints and problems.

#### **4-Building morale:**

Morale denotes willing co-operation of the employees towards their work and getting them into confidence and winning their trust. A leader can be a morale booster by achieving full co-operation so that they perform with best of their abilities as they work to achieve goals.

#### **5-Builds work environment:**

Management is getting things done from people. An efficient work environment helps in sound and stable growth. Therefore, human relations should be kept into mind by a leader. He should have personal contacts with employees and should listen to their problems and solve them. He should treat employees on humanitarian terms.

#### **6-Co-ordination**

Co-ordination can be achieved through reconciling personal interests with organizational goals. This synchronization can be achieved through proper and effective co-ordination which should be primary motive of a leader.

#### **Differentiating Between Management Skills and Leadership Skills**

What do you think of when you hear the terms 'management skills' as opposed to 'leadership skills' ? Undoubtedly you have at least a general notion of each term. Yet when it comes to articulating the difference, it can be difficult to separate specific skills into one set or the other.

Don't the two have aspects in common? Certainly. However, to develop into the best leader you can be, you need to understand how they are different as well.

Here's one way to differentiate between the two skill sets:

**Management skills:** the skills required to manage resources in order to deliver a task, product, or service.

**Leadership skills:** the skills required to engage with, motivate, and persuade people to buy-In to a vision, objective, or goal.

A Manager....	A Leader...
Thinks short term	Thinks long term
Thinks tactics	Thinks strategy
Plans how and when	Asks what and why
Looks at the bottom line	Looks to the horizon
Knows the day-to-day business	Knows the customer
Focuses on improving existing products and processes	Focuses on new products and breakthrough processes
Builds success through quality	Builds success through employees
Supervises	Influences
Gains authority from his/her position	Gains authority by his/her mindset and behavior

## 5 essential Leadership skills:



### **1- Communication :**

As a leader, you need to be able to clearly and succinctly explain to your employees everything from organizational goals to specific tasks. Leaders must master all forms of communication, including one-on-one, departmental, and full-staff conversations, as well as communication via the phone, email, and social media. A large part of communication involves listening.

### **-Types of Communication Skills:**

- 1- Verbal Communication. 2- Written Communication.
- 3- Nonverbal Communication.

## **2. Motivation**

Motivational skills can be defined as actions or strategies that elicit a desired behavior or response from a stakeholder. These strategies and actions vary based on three major factors:

1. The motivator's style.
2. The target audience.
3. The personality of the person the motivator seeks to influence.

## **3-Positivity**

A positive attitude can go a long way in an office. You should be able to laugh at yourself when something doesn't go quite as planned; this helps create a happy and healthy work environment, even during busy, stressful periods. If employees feel that they work in a positive environment, they will be more likely to want to be at work, and will therefore be more willing to put in the long hours when needed. Some skills that help make for a positive atmosphere in the workplace include.

## **4-Creativity**

Creative thinking means looking at something in a new way. It is the very definition of “thinking outside the box.” Often, creativity in this sense involves what is called lateral thinking, or the ability to perceive patterns that are not obvious. The fictional detective Sherlock Holmes uses lateral thinking in one famous story when he realizes that a dog not barking is an important clue in a murder case.

Creative people have the ability to devise new ways to carry out tasks, solve problems, and meet challenges. They bring a fresh, and sometimes unorthodox, perspective to their work. This way of thinking can help departments and organizations move in more productive directions. For these reasons, they are extremely valuable to a company.

## 5-Feedback

From a managerial perspective, feedback is your evaluation of an employee's work quality and performance, given to that employee. Feedback lets an employee know what they did right or wrong, and gives methods to improve upon the tasks they didn't complete or did incorrectly. Given in a positive manner, feedback is one of the key methods of developing an employee.

## Leadership Styles

All leaders do not possess same attitude or same perspective. As discussed earlier, few leaders adopt the carrot approach and a few adopt the stick approach. Thus, all of the leaders do not get the things done in the same manner. Their style varies. The leadership style varies with the kind of people the leader interacts and deals with. A perfect/standard leadership style is one which assists a leader in getting the best out of the people who follow him.

**Some of the important leadership styles are as follows:**

- 1-Democratic Leadership (**Commonly Effective**).
- 2-Autocratic Leadership (**Rarely Effective**).
- 3-Laissez-Faire Leadership (**Sometimes Effective**).
- 4-Strategic Leadership (**Commonly Effective**).
- 5-Transformational Leadership (**Sometimes Effective**).
- 6-Transactional Leadership (**Sometimes Effective**).
- 7-Coach-Style Leadership (**Commonly Effective**).
- 8-Bureaucratic Leadership (**Rarely Effective**).



## **1. Democratic Leadership**

### **Commonly Effective**

Democratic leadership is one of the most effective leadership styles because it allows lower-level employees to exercise authority they'll need to use wisely in future positions they might hold. It also resembles how decisions can be made in company board meetings.

For example, in a company board meeting, a democratic leader might give the team a few decision-related options. They could then open a discussion about each option. After a discussion, this leader might take the board's thoughts and feedback into consideration, or they might open this decision up to a vote.

## **2. Autocratic Leadership**

### **Rarely Effective**

Autocratic leadership is the inverse of democratic leadership. In this leadership style, the leader makes decisions without taking input from anyone who reports to them. Employees are neither considered nor consulted prior to a direction, and are expected to adhere to the decision at a time and pace stipulated by the leader.

An example of this could be when a manager changes the hours of work shifts for multiple employees without consulting anyone -- especially the effected employees. Frankly, this leadership style stinks. Most organizations today can't sustain such a hegemonic culture without losing employees. It's best to keep leadership more open to the intellect and perspective of the rest of the team.

## **3. Bureaucratic Leadership**

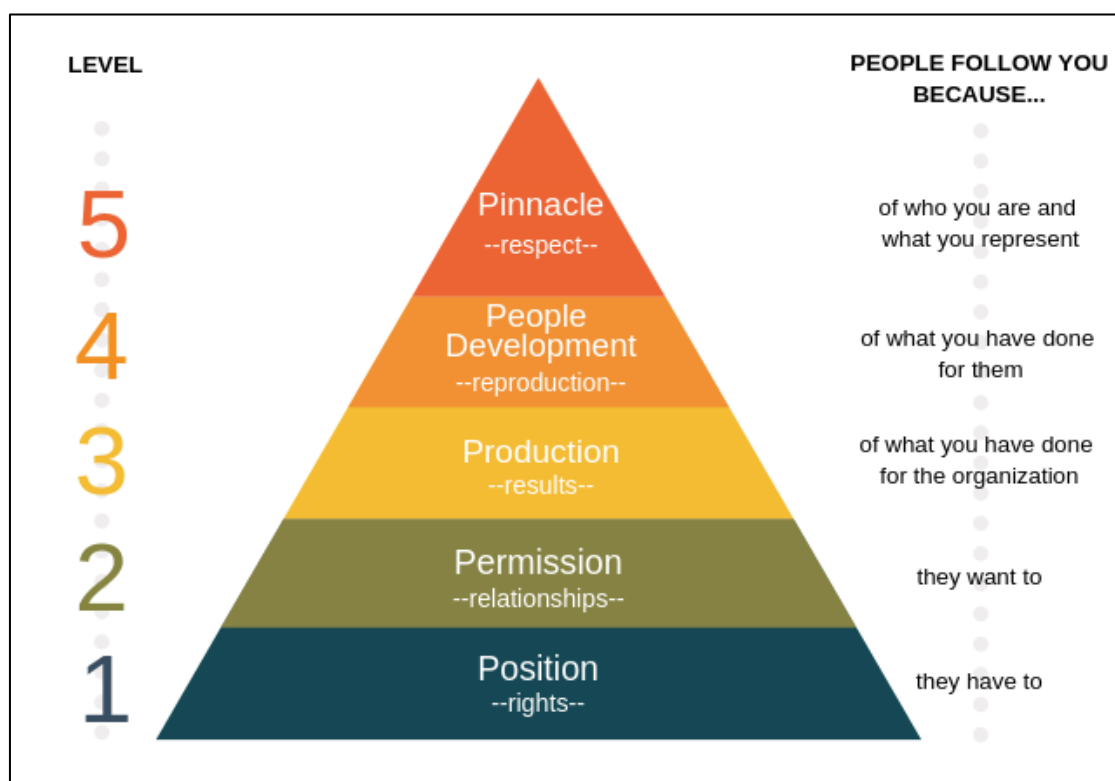
### **Rarely Effective**

This style of leadership might listen and consider the input of employees -- unlike autocratic leadership -- but the leader tends to reject an employee's input if it conflicts with company policy or past practices. Employees under this leadership style might not feel as controlled as they would under autocratic leadership, but there is still a

lack of freedom in how much people are able to do in their roles. This can quickly shut down innovation, and is definitely not encouraged for companies who are chasing ambitious goals and quick growth.

### 5 Levels of Leadership:

No matter we're talking about a business man, a football trainer or a teacher; the thing they have in common is that they are leaders. But at what level of leadership are they, how do they treat their employees, what do they think about results, deadlines and so on? Every leader operates at his own level. According to John C. Maxwell, there are five levels. John C. Maxwell is a well-known American author of mainly leadership books. In this research, the 5 Levels of Leadership, he describes 5 leadership levels that eventually lead to a phase of maturity. With this research, he wants to help leaders understand and increase their effectiveness.



## 1. Position

This is the starting point of leadership. It is the level at which the leader has achieved the right to lead in an organization without any difficulty. Anyone can be appointed to this position. For that reason, it tells you nothing about the person's leadership qualities. At this level, the leader is not or barely able to influence others and he uses his job title to get things done. John C. Maxwell argues that the expression, 'it is lonely at the top' is typical for this level of leadership; employees do not see the leader as someone they can trust. Employees who report to a leader like that are generally unmotivated, prefer to avoid him and even consider changing jobs.

## 2. Permission

This leadership level is about the human relationships that the leader has built up around him. It is like he is given 'permission' to act as leader; he is a trustworthy individual and his employees tend to agree with the decisions he makes. Because he has a good relationship with them, the leader realizes that it becomes easier for employees to make extra effort. Part of their motivation comes from themselves, but it is also a result of their leader believing in them. Vice versa, the employees believe in their leader and the goals he strives for. Good relationships strengthen the cooperation and increase loyalty and mutual trust. A leader at this level would do well to show genuine interest in his colleagues and employees and get to know them better personally. Colleagues and employees have a home life, health issues, personal traits and hobbies that definitely deserve attention. The building of a good relationship, one based on mutual respect, leads to a pleasant working atmosphere and team spirit. However, it does not necessarily always leads to positive results.

### 3. Production

It is about the measurable results that have been achieved under the leader's leadership. What has the leader meant to the company. The fact that this level comes after building good interpersonal relationships, has to do with the fact that colleagues and employees are vital to achieving positive results. Only when a team can take steps together, believe in one another and trust each other, will it be possible to achieve proper production. When employees are only told to work hard without any show of interest or empathy towards them from the leader, there is the risk that they will burn out. The leaders at this level use their good relationships to make their vision reality. As such, it is important that a leader makes clear to everyone in the organization what his vision is, so everyone can follow the same course.

### 4. People development

At this management level, it is about the development and stimulating of employees. It is essential for a growing organization to have leaders at this fourth level. This leader thinks it is important to train his employees. That is why he delegates work to them. By delegating, he gives them confidence and empowers them to develop themselves. This confidence has to be genuine and communicated clearly to the employee. According to John C. Maxwell, the level 4 leader spends about 80% of his time on coaching colleagues and employees, and only 20% on his own productivity. In contrast to level 3 leadership, it means letting go. The focus on results is of secondary importance.

### 5. Pinnacle

The leader at this level has reached the top of what is possible. His status is based on a foundation of respect. His employees and colleagues appreciate the leader in see an example in him. This is about leaders who remain in the employees' thoughts even after they leave, making them live on as legends. From level 4, they will also leave behind new leaders in the company, which will ensure a constant flow of new generations of leaders.

The use of this type of leaders also creates level 5 organizations, who are (globally) successful and whose founders are still famous. Examples of this are the brewer Heineken and the technology company Philips that became successful through research and innovation. The founders themselves were typical level 5 leaders, who left behind a positive reputation through their dedication.

## **Conclusion**

At the end we hope you can know how the final things to consider when you are structuring your mentoring relationships within your team. Be sure that you are treating each team member equally, and providing them all with the opportunity to be mentored. But you should not favor random employees by dedicating extra time to their development. You will have to set a good example for others to follow. That is where your commitment, passion, empathy, honesty and integrity come into play. Good communication skills and decision-making capabilities also play a vital role in success and failure of a leader. Lastly, innovation and creative thinking, as well as the futuristic vision, are a couple of leadership qualities that make up good leaders.

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