

Six Habits of a Highly Effective Boss

& a bonus model

Habit 1: Create an environment where people want to engage

- One step at a time
- Share the vision and the goals
- Check team norms and values
- Involve people in decision making
- Get to know what motivates people
- Create 'same side of the desk' thinking
- 'Water the performance you want to grow'

Habit 2: Create clear expectations

- Make expectations visible, both tangible and intangible
- What we do and what we don't do
- Expectancy theory - perceived expectations versus reality

Habit 4: Provide frequent opportunities for conversation

- Deal with things as they arise
- Be skilled in the art of feedback
- Create a culture of regular review
- Open, supportive, non-threatening environment
- Check own perceptions

Habit 3: Use the power of positive feedback

- Value contribution
- 'The affirmation and analysis of success is extremely potent in generating further growth'
- Recognise, recognise, recognise
- Informal rewards

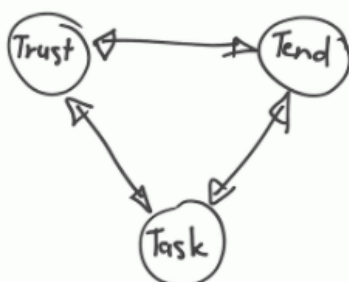
Habit 5: Process, process, process.

- Be clear when an issue progresses from informal to formal
- Be clear on the lines between policies and practice
- Good preparation and attention to process
- Think long term

Habit 6: Care for your people

- Support their development
- Know them personally
- Take care of them
- Meet their needs re workplace
- Listen to understand
- Be supportive

Tripod Leadership Gillian Stamp



Gillian Stamp describes the three different elements she believes is central to good leadership

Task – the quality of the way employees are given the tasks, role and functions they must perform – this includes clear expectations and standards'.

Tend – (in the sense of tending a garden) the process of taking care with, interest in and nurturing your subordinate – serve them, feed them, build them.

Trust – This is the ability to step away – to allow the subordinate to for full their potential

Gillian argues that these elements need to be in balance and a weakness on one of the elements will result in a failing in the leadership balance. For instance strong tasking without Trusting will result in micro managing. Trusting without tasking on the other hand will lead to directionless employees and shows neglect from the leader.