

Leadership Tips

LEADERSHIP TIPS ARE POSTED IN OUR MONTHLY E-NEWSLETTER.

Here are a few to get you thinking!

TIP # 1 - PRIORITIZING YOUR TIME

Good leaders seem to always be able to "get things done." Ever wonder how they do that? The skill they have most likely mastered is the skill of prioritizing. Here's a suggestion to help you improve in this area. Write out your "to do list" and then re-write it in the following order suggested by author Steven Covey and then tackle that list!

- Important and urgent
- Important, but not urgent
- Urgent, but not important
- Not urgent and not important

TIP #2 - MOTIVATING YOUR MEMBERS

Ever wonder why people drop out of your club or organization? Often it is due to discrepancies in their understanding of the mission of the group, lack of appreciation, or poor leadership. Here's some suggestions to always keep in mind:

- Study members and determine what makes each one tick
- Be considerate
- Give credit where credit is due
- Show your members you have confidence in them and that you expect them to do their very best
- Ask members for their counsel and help
- Give courteous hearing to ideas from members
- If an idea is adopted, tell the originator why
- Give members a chance to take part in decisions, particularly those affecting them

TIP #3 - EFFECTIVE EVENT PLANNING

As clubs and organizations get underway it's important to be "planful" when putting events together. Below are some suggested things to keep in mind as you plan.

- What are the needs of your target audience?
- What are the goals of your program ... what do you want them to get out of attending?
- Outline what you want to happen during the event.
- Proposed Budget: How much money do we need? Where will the funds come from?
- Coordination with Administration: Do you need to involve your advisor, university personnel, reservations office, catering, and university police?
- Contact & schedule guest speakers, performers, etc.
- Reserve rooms & equipment and arrange for set-up & clean-up volunteers.
- Staffing: Do we need someone to work a ticket booth, entrances, refreshments, support talent?
- Create a publicity & marketing plan for your event.
- Program evaluation and thank you notes after the event.

TIP #4 - CONFLICT MANAGEMENT – PART 1

Conflict is inherent when we work in teams. We all possess unique personalities, talents and skills. Thus we sometimes butt heads. Typically the root of conflict is mis-communication or a lack of communication. Our personal and leadership values also impact what we say and do in a team. Unresolved conflict can result in the need for mediation. The mediator can be the group leader, member, advisor, staff person etc. But, how do you know you need a mediator?

- When two people continually rehash the same issue.
- When the emotional level in the group or team is highly charged.
- When two people barely get along and their dislike of one another interferes with their work.
- When unresolved conflicts are affecting the progress of the group or team.

TIP #5 - CONFLICT MANAGEMENT – PART 2

Let's talk about "what" to do if you are called to mediate a conflict among to parties in your group. Note the tips below:

- Clarify your role and establish ground rules (being honest and calm are a necessity).
- The mediator decides who will present their side first.
- Have each party present their side.
- The mediator asks if each side understands the other's perception of the problem.
- The mediator should ask each side to repeat what they heard from the other. The mediator should summarize the problem.
- Have both parties brainstorm solutions to the problem.
- The mediator can assist in suggesting more alternatives.
- Have the parties select and agree upon a course of action.
- Agree upon a date in which you can check in on their progress.

TIP #6 - GOAL SETTING

Goal setting is an important objective for every leader of a group or organization. Here are some tips on goal setting:

- Visualize what you want the desired outcome to be.
- Write goals down. It is important to put your goals on paper so you can see them, remember them, and refer to them.
- Identify the investments and sacrifices you will need to make in order to achieve your goals.
- Write down goals in the first person and present tense.
- Set smaller goals within the larger one. These will act as checkpoints along the way to success.
- Set target dates to help keep you committed to your time line and focused on your goals.
- Identify your support team (other staff, family, friends, etc.).
- Make sure that your goal is high enough to challenge you. Different people will have different goals depending on their own personalities and interests.
- Take action.
- Make your actions support your goal.
- Review and continually update you goals. It's OK to change your goals.
- Celebrate and reward your success!!

TIP #7 - COURTESY COMES FIRST!

Here are some helpful tips on working with guests and presenters:

- If an activity organizer wishes to extend invitation to guests, make sure that invitations are sent out early so that guests are given ample notice. Invitations should be sent out at least 3 weeks in advance.
- Be sure to provide your guest with the necessary background and related information on your function.
- Ample time should be provided when seeking assistance/advice, so be sure you plan ahead!
- Always address guests with the proper name, title, position and gender.
- Express your gratitude by sending thank-you notes to guests/helpers after the event.

TIP #8 - THE ART OF DELEGATION

Delegation is one of the most important management skills. These logical rules and techniques will help you to delegate well. Good delegation saves you time, develops you people, grooms a successor, and motivates. Poor delegation will cause you frustration, de-motivates and confuses the other person, and fails to achieve the task or purpose itself. So it's a management skill that's worth improving. Here are the simple steps to follow if you want to get delegation right, with different levels of delegation freedom that you can offer. A simple delegation rule is the acronym SMARTER. It's a quick checklist for proper delegation. Delegated tasks must be:

- Specific
- Measurable
- Agreed
- Realistic
- Time bound
- Ethical/Exciting/Enjoyable
- Recorded

TIP #9 - RECRUITING NEW MEMBERS

People join organizations for many reasons. They want to get involved, meet people and make new friends, explore interests, develop skills, and have fun. Each new group member brings new ideas and talents, in addition to replacing old members. It is vital that an organization have a well-conceived and executed recruitment and retention plan. Here are some steps to creating that plan:

- First, it is important that both the leadership and membership know and understand your organization.
- Now that you know the types of people you are interested in, your next step is to set some recruitment goals. How many new members can your organization reasonably assimilate into the group?
- Get everyone involved. Have your current members identify people they know who might want to get involved and personally invite them to attend a meeting. Word-of-mouth is the best and least expensive type of publicity you can use.
- Recruitment campaigns need to have a visual element as well. Have those members with "artistic talents" work on your posters, flyers, banners and bulletin boards, etc. Be creative. Your publicity can be effective only if it's noticed.
- Many groups find it beneficial to have a special welcoming meeting or ceremony for their new members. It is important to orient them to your group's goals, objectives, organizational structure, rules and norms.
- Finally, allow your new members time to get involved and feel comfortable with the group.
- **Above all have fun together.** Make time to socialize and celebrate your achievements. If all you do, as a group is work, it will become a burden to participate and your members will quickly lose interest. After all, what is an organization without members? What good is a recruitment campaign if no one stays?

TIP # 10 - RULES FOR BRAINSTORMING

- No criticism, evaluation, judgment, or defense of ideas during the brainstorming session.
- No limit on "wild" ideas, no matter how outrageous or impractical they seem. Every idea is to be expressed.
- Quantity is more desirable than quality.
- "Piggybacking"- building on ideas - is encouraged.
- Everyone must be encouraged to participate.
- Record all ideas - i.e.: on a piece of flipchart paper.
- Choose " top 5 ideas" - combine similar ideas when appropriate.
- Individually rank ideas.
- Decide, as a group, which idea will be enacted first.
- Begin the brainstorming process again as necessary.

TIP #11 - PROJECTING A SUCCESSFUL LEADERSHIP IMAGE

1. Remember that opinions are formed from what people "see" as well as what they "hear." Your attire sends a message about your agenda. When in doubt always ask what the attire is. (It can be very uncomfortable to arrive at a formal event dressed casually or vice versa).
2. When making appointments remember to leave your phone number in case the person you're seeing has a change of plans. Get the phone number of the person you're seeing in case your plans change. When you find that you can't keep an appointment always call and cancel or arrange to reschedule.
3. Don't make commitments that you can't keep. Follow through is important. It lets people know that you are responsible and dependable.
4. Do your homework! Always verify information before passing it on. (The passing of unverified information is called "spreading rumors")!
5. When you have received assistance from someone, it is important to acknowledge their help in the appropriate forum(s). A little "thank you" goes a long way.
6. Conduct a personal "attitude check". Are you helpful, pleasant, positive? Remember, you set the campus climate.
7. Pick your battles. Identify the players. Be politically astute. Assess the consequences.

Adapted from NC State University CSLEPS, approved on 5/07