



HIDDEN CONFLICT CAN'T BE MANAGED

Strong leaders want conflict out in the open so that they can deal with it.

DEFINE THE LINE

Define clear boundaries of responsibilities/behaviors and then reinforce them.

ALL THE STAKEHOLDERS

As the environment becomes complex, consider ALL the possible stakeholders.

OUR USE OF COMMON SENSE

In complex businesses, common sense is often the most under-utilized asset.

TEAM IN YOUR MANAGEMENT TEAM

The lack of "teamwork" in your management team can be a big problem!

INTERPRETERS OF THE BUSINESS

Middle managers interpret the direction and give their version to their people.

TENSION AS A SOURCE OF STRENGTH

The right tension between departments can often lead to better overall decisions.

OPPORTUNITY WITH COMPETENCY

Your leadership becomes easier when you get the right people in the right spots.

LEADERSHIP IS ABOUT RELEASING

Leading is not about controlling people, but about releasing their energy.

STRIVE TO IMPROVE COMMUNICATIONS

Communication is the core skill that can either amplify or deflate all the others.

BUILD TRUST FOR REMOTE WORKING

People who trust each other don't let small issues bother them.

HEAR FROM THEM FIRST

Listen and others will reveal to you how they want to be communicated to.

GIVE THE TEAM THE SPOTLIGHT

Focus on creating heroes versus be a hero, and give the team the spotlight.

VOICE THEIR OPINIONS

People get engaged when they are able to voice their opinions.

TRUSTED WITH POWER

People trusted with power magnify the positives, and control the negatives.



REVEALED WITH POWER AND STRESS

When people get power, it strains their values and a true character reveals itself.

BRING OUT THE BEST IN OTHERS

Great leaders know what brings out the best performance in their key people.

NO ONE DOES IT ALONE

The more you help others achieve success, the more they will help you.

EVALUATE PEOPLE

Two people goals: 1) Pick the right ones and 2) Get the best performance.

CONSIDER PERSONALITIES AND POLITICS

Consider personalities and politics from the beginning versus when trouble hits.

PRAISE AFTER THE FIRST STEP

When you praise after the first step you start the momentum for more action.

WHEN THE STAKES ARE DIFFERENT

Everyone in the team has a different stake in the result and that can drive conflict.

LACK OF MAGNIFIES OTHER PROBLEMS

Lack of teamwork makes every other problem in team harder to solve.

SHARED DIRECTION AND VALUES

Successful teams have people sharing the direction and values in a strong way.

CARE ABOUT WHAT THEY ARE DOING

Care about what your people are doing, but don't tell them how to do it.

REMOTE BUT NOT REMOTE

Frequent contact makes the remote people feel not so remote.

SELECTIVE MICROMANAGING

You sometimes need to micromanage people who lack good business judgment.

FORCED TO BE SPECIFIC

Your people get clearer on what they need to do when forced to be specific.

DAY YOU LOSE FAITH IN THEM

You might as well start the process to fire people the day you lose faith in them.

ONE PAGE ENABLES THE SAME PAGE

When you can say it on one page...you get everyone reading it and aligned faster.



LINK EXPERIENCES

Help people make links in their experiences and they will bond together faster.

WORK BEST WITHIN YOUR CULTURE

Develop processes that will work best within the culture you have created.

SEE AND CONTROL OR PEOPLE

Some need to see everything to be in control, while others trust their people.

YOUR EXPECTATIONS THERMOSTAT

Teams are often limiting their success by the way they limit their expectations.

ESTABLISH YOUR AUTHORITY

The most productive way of establishing your authority is reinforcing the values.

BRING IT FACE TO FACE

You address people issues faster by bringing the people together face to face.

TEST FOR CLARITY

Find ways to test in the organization that the goals and commitments are clear.

RESPECTED IN YOUR CULTURE?

What is respected, both good and bad, will multiply in your culture.

ARRANGING EARLY CHECKS

Check progress early on to make sure the team is going in the direction.

UNTANGLE THE COMPLEXITY

Find a way to reduce the complexity and you will enable more productivity.

CAN'T WAIT FOR 100% ALIGNMENT

Business requires speed so you cannot wait for everyone to be aligned.

LEVERAGE NATURAL MOTIVATIONS

Leverage people's natural motivations to get them more energized to deliver.

IMPORTANT TO BE 100% PRESENT

Give others your 100% attention and you will make them feel valued.

ISSUE AS THEY SEE IT

Deal with the issue as they see it first, before addressing it from your perspective.

CREATE PULL AND USE LESS PUSH

Find ways to motivate people versus pressuring them to better performance.



BUILD THE INTERDEPENDENCE

When people need each of for their own personal success...they work together.

COHESIVENESS OF THE TEAM

Build a team that finds their own ways to stay together on the strategy.

IT IS ALWAYS CUSTOM DESIGNED

Leadership is always custom designed, as it depends on the people you have.

MORALE OF THE TEAM

A team's morale is based on the impact they make and how they work together.

CONSISTENT WHEN DIFFERENT

People are all different. You cannot treat everyone the same, but consistent.

RESPECT THEY DESERVE

Provide everyone the respect they deserve even when it is difficult to do.

MAKE IT MORE VISIBLE

Everyone is busy these days, and if it is not visible, they forget it quickly.