

# **IF YOU ARE YOU, THEN WHO AM I?**

Kateea Scott  
Program Coordinator  
Campus Programming  
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# LEADERSHIP

- ✘ Leadership is influence (J. Maxwell)
- ✘ Leadership is the ability to obtain followers (J. Maxwell)
- ✘ Leadership is a complex process by which a person influences others to accomplish a mission, task, or objective and directs the organization in a way that makes it more cohesive and coherent (P. Clark)

# SIX PILLARS OF CHARACTER



# EFFECTIVE LEADER

- ✘ Good Listener
- ✘ A Motivator
- ✘ Be able to Delegate

# HOW TO BE A GOOD LISTENER

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- ✘ Place yourself in the other person's shoes
- ✘ Create a conducive physical and mental space
- ✘ Stop talking/be silent
- ✘ Follow and encourage the speaker with body language
- ✘ Practice the empathetic sounding back technique
- ✘ Do not interrupt what you feel or think about the topic being discussed

# HOW TO BE A GOOD LISTENER

- ✘ Ask meaningful and empowering questions
- ✘ Wait for the person to open up
- ✘ Use body gestures and facial expressions to express your interest and to unearth what is left unsaid
- ✘ Be patient and respect pauses
- ✘ Try to reassure the speaker that all is well
- ✘ Accept that everyone has a unique thought process and ways to express himself/herself

# HOW TO BE A GOOD LISTENER

- ✘ Just because someone is speaking to you, do not presume that they are asking you for your input!
- ✘ Most information is not remembered because we are thinking of OUR response to the speaker and therefore missed what was said

# STEPS TO MOTIVATING OTHERS

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1. Concentrate on people's points and magnify them
2. Praise people's achievements
3. Be sincere in your praise
4. If you need to offer some constructive criticism, find one good thing they did right and praise them for that
5. Make people feel important

# HOW TO DELEGATE RESPONSIBILITY

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1. Decide whether you want to delegate
2. Decide to whom you want to delegate responsibility
3. Brief the person on the task
4. Encourage your delegate to act independently
5. Allow the person to perform the task
6. Periodically check the standard of work
7. Recognize the person who does the job

# RESOURCES

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- ✘ Plymouth State University; Student Activities' Leadership Toolkit
- ✘ eHow Careers & Work Editor
- ✘ Crownofsunbeams
- ✘ [www.winihow.com/Be-a-Good-Listener](http://www.winihow.com/Be-a-Good-Listener)
- ✘ The Josephson Institute of Ethics, Marina del Ray, California
- ✘ Kouzes, J. and Posner, B. *An Instructor's Guide to The Leadership Challenge*. Jossey-Bass Publishers. 1995. p. 73-76.