

Diploma in Leadership and Management

Lesson 1

Are you a Manager
Or Leader ?

Course Agenda

Leadership and Management

Week 1:

Lesson 1 : Are you a Manager or Leader?

Lesson 2 : Management competencies and why they matter.

Week 2:

Lesson 3 : How leaders have vision, values and purpose.

Lesson 4 : Learn to motivate and inspire others.

Week 3:

Lesson 5 : Coaching for success.

Lesson 6 : How leaders manage change. **IMPORTANT**

Week 4:

Lesson 7 : Future leadership roles. **IMPORTANT**

Lesson 8 : Leaders are continuously learning. **IMPORTANT**



Can you become a leader and manager?

You have all taken your first step - We are with you every step of the way



Are you a manager or leader?



Introduction to Leadership and Management.



Why Management Matters?



Characteristics of Leadership.

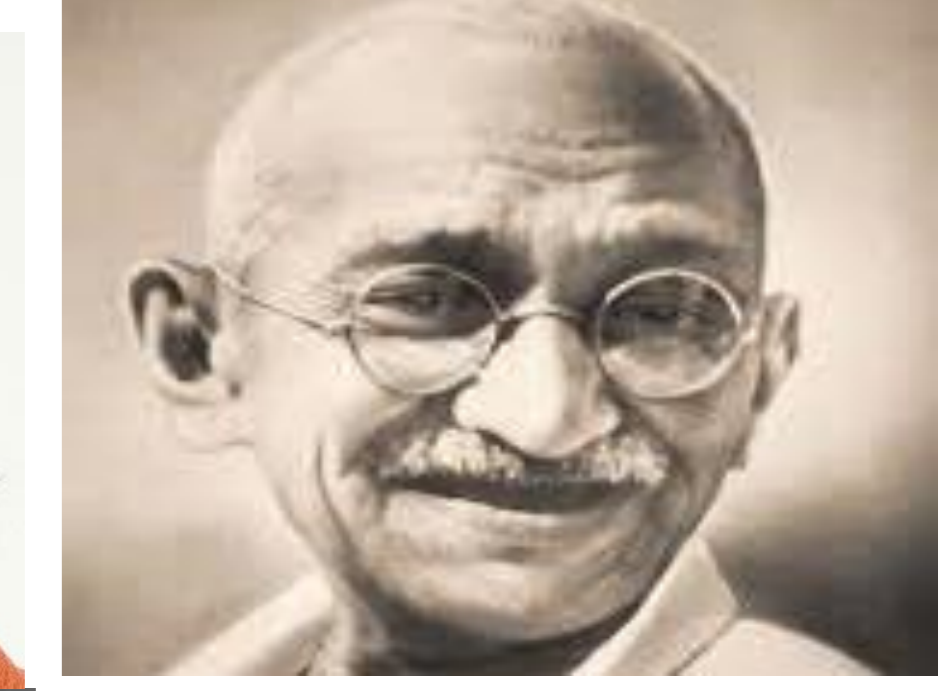
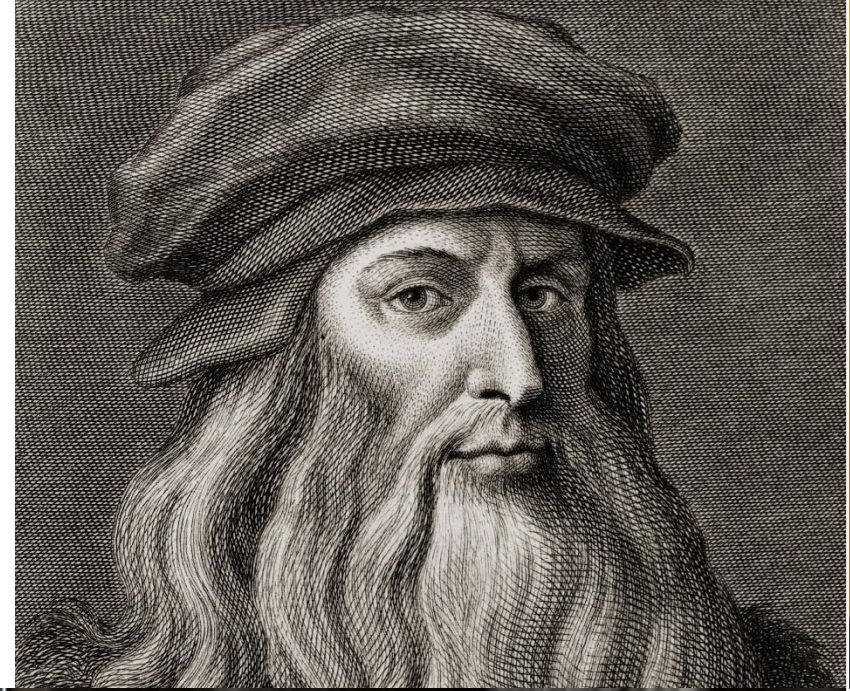


“ Pillar 1

Introduction to leadership and management

A leader is one who knows the way, goes the way, and shows the way”.

John C Maxwell



Who do you think should be here?

Introduction to Leadership and Management

Can you recognize these leaders from across the ages?

Take some time and once you have identified each leader, try to determine what set them apart as leaders.

What do managers do?



Run the Business

- Need to be properly and efficiently run,
- Staff to be trained,
- Customers to be found and retained and ultimately **GROW** !



Targets to Achieve

- Generate revenue, cashflow and maximize profits for its owners and shareholders.



Maintain Corporate & Social Responsibility (CSR)

- Behave ethically
- Contribute to economic development,
- improving the quality of life of the workforce, families the local community and society at large.

Basic principles of management

Plan

Planning involves setting objectives and determining a course of action for achieving those objectives.



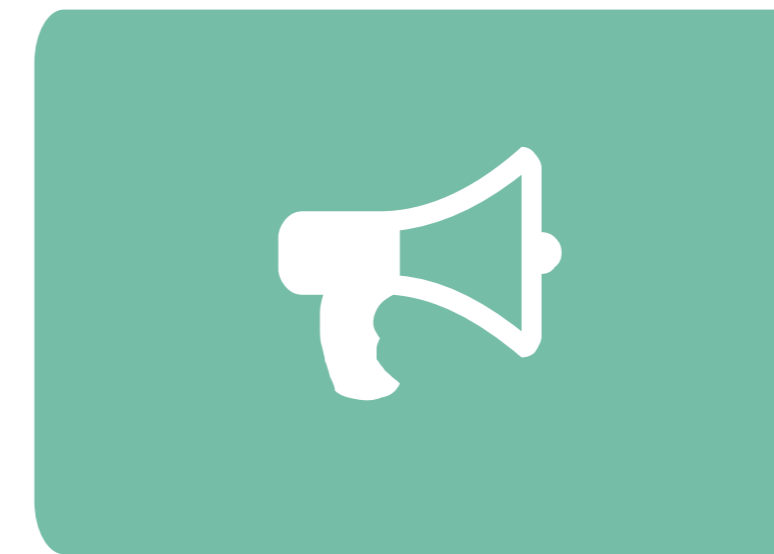
Organize

Organizing requires managers to assign tasks to the roles, obtain the resources and allocate them to the roles, and delegate authority and responsibility to them.



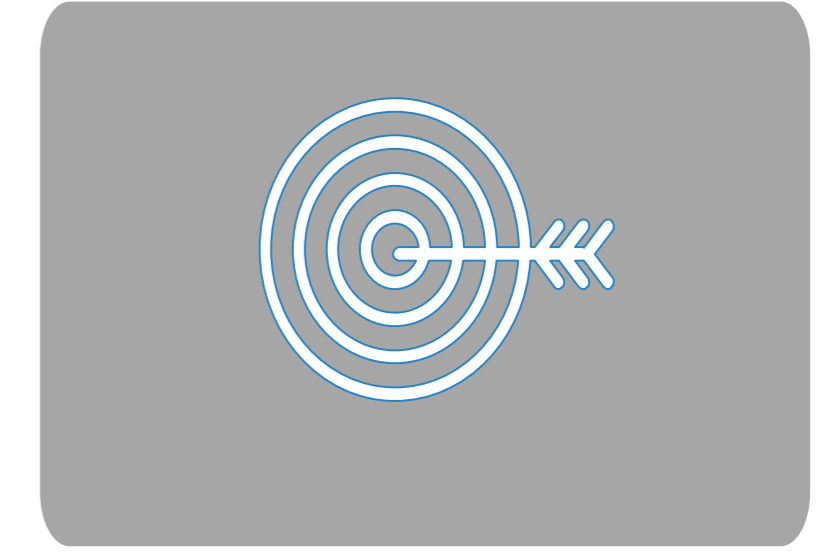
Lead

Leading is the action step. Direct your team to get the work done. Start by making sure the goal is clear to everyone on the team. .



Control

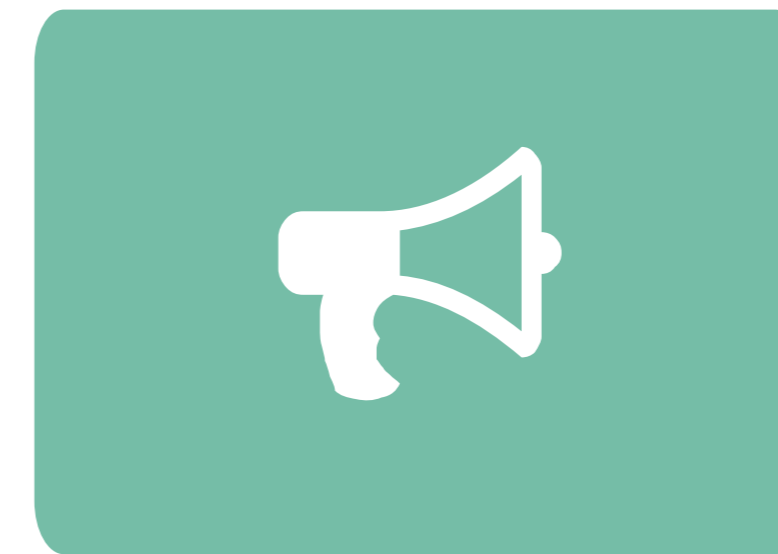
You monitor the work. You compare the actual progress to the plan. You verify that the organization is working as you designed it. Here you set standards for performance and quality and then you monitor to make sure the tasks are met.



Basic principles of management

Plan

Defining Organization Vision & Mission
Setting Goals & Objectives
Strategizing
Plan of Action to Achieve Goals



Organize

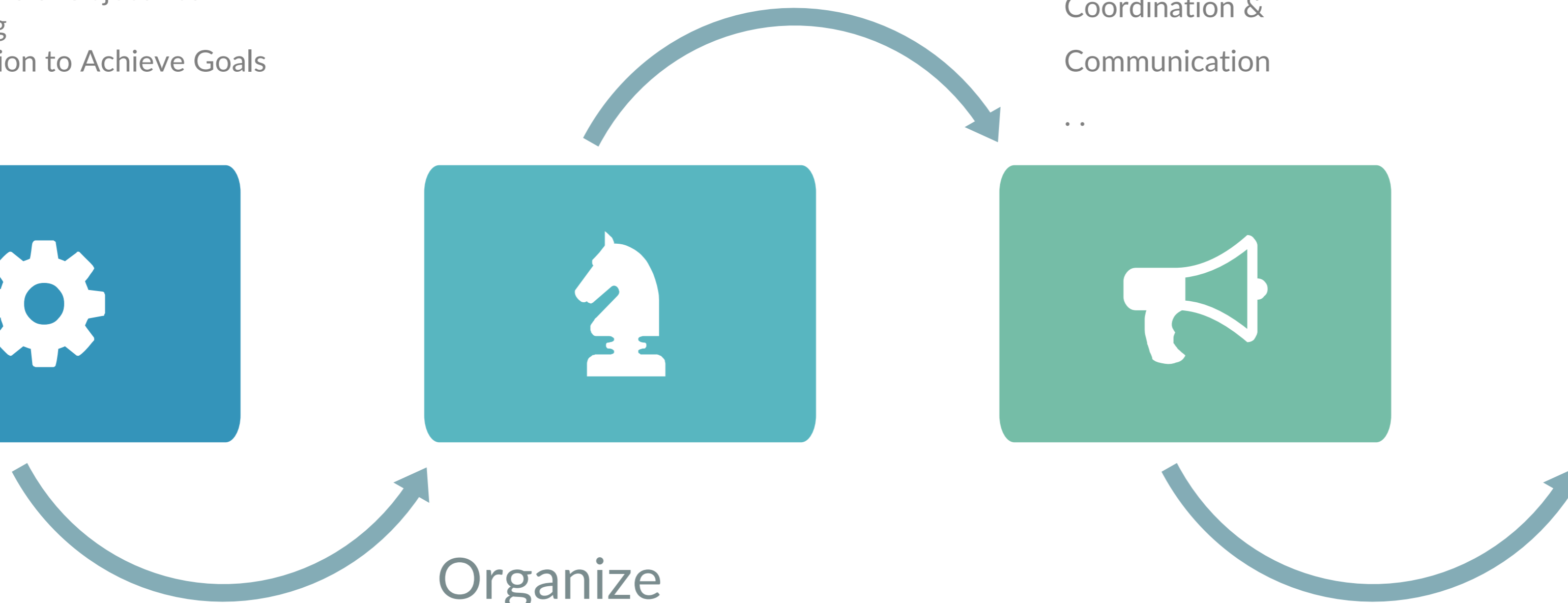
Formulate Organizational Structure
Resource Allocation
Job Design

Lead

Leadership & Direction
Motivation
Coordination & Communication
..

Control

Process & Standards
Review & Evaluation
Corrective Action



Pillar 2

Why Management Matters?

“Management is about arranging and telling. Leadership is about nurturing and enhancing”.

Tom Peters

Why Management Matters?

Why do employees leave their jobs?

Why do your brightest and best leave their jobs?

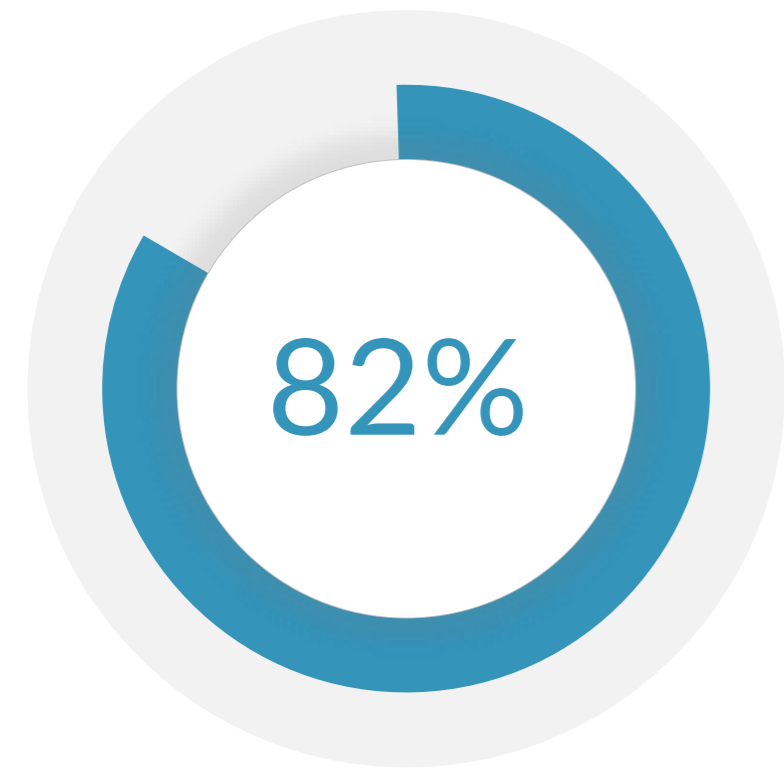
Here are the some of the reasons.

- 1 Feeling overloaded!
- 2 Your effort is not recognized nor rewarded.
- 3 When promotions happen, the wrong people are promoted, alienating staff.
- 4 No personal growth or development in the role.
- 5 Poor management practices. No clarity and decision making.



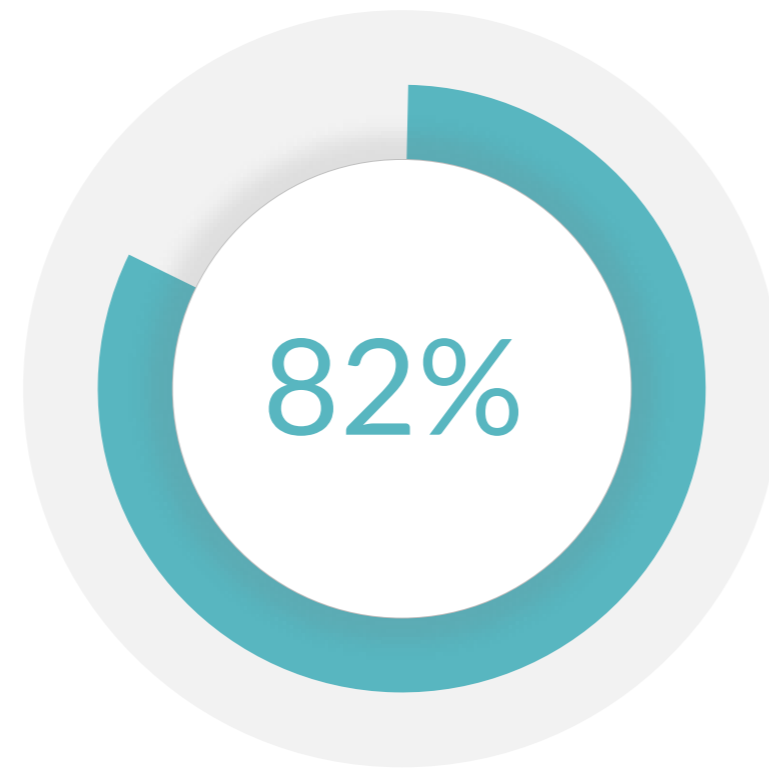
Why Management Matters?

The poor manager – How employees feel about their managers



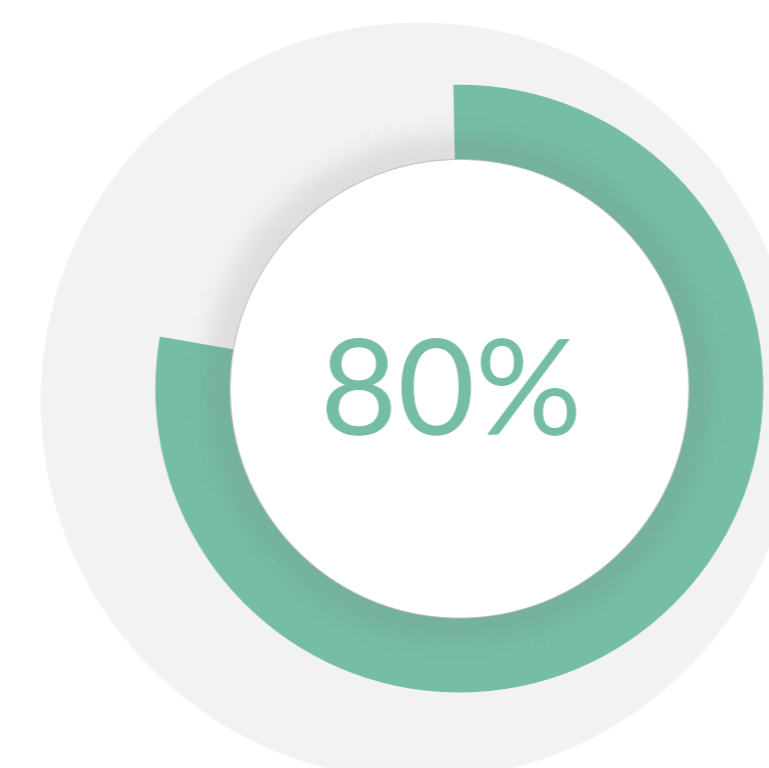
Trust and relationships

Boss is not **open or transparent** in communication. Does not provide feedback and recognition.



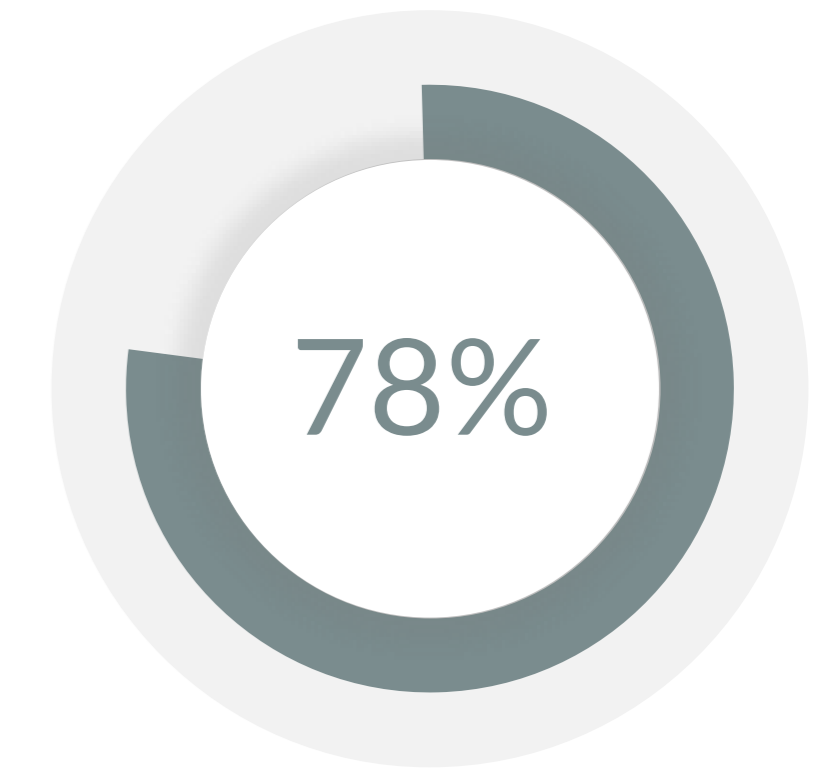
Feeling Devalued

Employers need to be aware that a boss who does not **respect** their staff will be noticed by their **customers**.



Clueless Manager

Your manager is **less aware** of the industry than you or your team



Promotions/ Firing

Wrong people promoted or let go.

Why Management Matters?

Why employees quit? It's not always about money !



3. Advancement

Getting stuck in the same job.

No time provided to develop and succeed.

No opportunities to use skills and abilities.

1. Work/Life balance

A good company culture makes people want to stay at a workplace.

Don't expect employees to work during their time off.

Provide as much flexibility as possible.



2. Money

A 10% increase in salary is associated with 1.5% chance of staying.

Compensation and pay is always second to respectful treatment.

Why Management Matters?

Why employees quit their jobs?

So why can't managers learn to treat their employees with respect?

Can you build a culture that is appreciated by the team?

Pillar 4

Characteristics of Leadership

If your actions inspire others to dream more, learn more, do more and become more, you are a leader.

John Quincy Adams

Characteristics of Leadership

Leadership Myths

As you observe leaders around you think about the following statements.

Leaders are born not made!

Leaders have all the answers!

Leaders are always in the spotlight!

What do you think?



Characteristics of Leadership

Most universally desirable leadership characteristics

Integrity

Great leaders do the right thing regardless of circumstances, situational context or other influencing factors.

Inspirational

Great leaders inspire trust and admiration through their actions, not just their words.

Visionary

Great leaders possess the ability to create a vision for the organizations they lead.

Performance Orientated/Decisive

Leaders stress high standards, decisiveness, and innovation; . They possess the ability to consistently make good decisions.

Team Focused/Collaborative

Great leaders create great teams throughout the entire value chain. Leaders recognize they need the brain power and commitment of others.

Administratively competent

Note great leaders are great manager, Still need to do the grunt work.

Empathy and diplomacy

Leaders are able to read the situation around them and apply the right solution at the right time.

Modest and humble

Great leaders listen to others, place their ego on hold, and will give credit to his people and own up to problems.



Characteristics of Leadership

How do leaders do it?

1. They use persuasion: Great leaders understand how to manage conflict and close positional and philosophical gaps.
2. They are likeable: People tend to like leaders who display good decisioning skills and high levels of integrity.
3. They use humour: One of the most important personality traits for leaders is a sense of humour.



Leadership: Is it people, projects or power?



People

Leaders establish mutual respect, trust and confidence with subordinates to maintain order and accomplish work.

Projects

Leaders create group structure and establish clear goals, protocols and unambiguous roles to complete



Power

Leaders rely on traditional hierarchies and well-established roles based on org charts to enforce compliance and achieve goals.



Are leaders task based or relationships based?

Task Based

Manage/lead by instruction or goal setting.
Strong orientation for getting the job done.
They measure progress against the task set.
More hands-off with regard to people.



Relations-oriented

Show concern for subordinates.
They are warm and supportive.
They bring leaders and subordinates closer together.
They are more hands-off with regard to tasks.

Leaders are both Strategic and Tactical

Strategic

Translate their vision into an actionable strategy to ensure its success.

Anticipate & lead change, manage risk & opportunities.

Very customer focused.

The business model is aligned with current market conditions.

Scan their environment for signs of change.

Strategic leaders do all of these at various times.



Anticipate



Challenge & Decide



Interpret



Align & Learn

Tactical

Tactical geniuses and display a strong bias to action.

Understand the difference between raw data and useful information.

Leverage information and resources to achieve their objectives.

Focused, results driven and achievement oriented.

Tactical leaders do all of these at various times.



Holding people to account



Being customer-centric



Executing strategy



Being innovative

Leaders take time to reflect



Recall past situations

First week in the job – how did you feel?

Observe

How did you react the first time you were asked to manage, be it a project or team?

Gain insight

Throughout this four week course use your day to day work to gain insights on what you see around you.

Act

Plunge yourself into new projects and activities, interact with very different kinds of people, In times of transition and uncertainty, thinking and introspection should follow action and experimentation

Reflect

Keep a learning log and write down each day a key learning or observation of behavior and note the reaction and outcome.

As a future leader would you have done anything differently.



Lesson 1 Summary



Introduction to Leadership and Management.



Why Management Matters?



Characteristics of Leadership.

- **Congratulations you have just laid the foundations.**
- **Attend all of the lessons live to ask Questions in real time and benefit the most**
- **We're here to help, so contact us anytime!**



Your Next Lesson

Lesson 2

- **The next session is “Management competencies and why they matter.”**
 - Management and Leadership Competencies
 - Basic Application of Management Competencies
 - Contrasting Styles of Leadership
 - Developing your Personal Style of Leadership
- **Attend all of the lessons LIVE and your knowledge will grow**
- **Shaw Academy 12 Month Membership Prize during Lesson 5**

QUESTION TIME

See you back in **2 Days Time**
Leadership and Management Competencies



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