Leadership; Our Path to Success
Michael Taylor, C.P.M.

Purpose and Objectives
- Share leadership wisdom
- Talk about why leaders inspire
- Discuss how to be better leaders
- Explore how we can encourage others to follow

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Leadership is: (pick one):

- **Art?** You have to have the feeling for it and practice to be good
- **Acquired skill?** There are ways to learn how to be a better leader
- **Inner Skill?** Can't just turn it off and on
- **Instinct?** Listen, hear, understand people
- Doesn't matter which you believe, or how you learn to be a leader, the point is that "Leaders are different"

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

**John Quincy Adams**
Great Leaders...

- Visionary
- Inspirational
- Good communicators
- Empathetic
- Humility
- Change manager
- Sense of humor
- Ethical
- Dedicated
- Magnanimous
- Open
- Creative
- Fair
- Assertive
- Say “Thank You!”

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Skills

- Verbal essentials
- Non-verbal essentials
- Function with a level head even when managing under pressure
- Project Management
- Do more using less time
- With fewer resources
- Prioritize effectively

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Qualities of Our Leaders

- Good (great) inter-personal skills.
- Wants to do the best job while grooming a successor to set an even higher bar
- Sets personal objectives aside and work on team’s strategies
- Effective delegator
- Contingency planning
- Finds opportunities in the challenges

What are leaders like?

- Leaders are not necessarily good manager and good managers are not always good leaders
- Leaders lead by taking the first step
  - inspiring others to follow.
- Leaders build teams
  - even if it is only two people
- Leaders ensure meaningful recognition
  - of team contributions
- Leaders see the BIG picture
  - not lost in the details
Management is nothing more than motivating other people

Lee Iacocca

Motivating

- A leader has VISION and makes sure everyone knows what it is.
  - A goal, projected benefit, the big picture, the teamwork, accomplishment, etc.
- Abraham Maslow;
  - physiological needs become self actualization
  - People want the little stuff taken care of before the fluff
- Frederick Herzberg;
  - Not the reward but the recognition!
Recognition Imperative

- Newsletter, newspaper,
  - "Chris did..." as opposed to "we" or "I"
- Don't "over praise"
  - "It was an accurate report." not "It was the best report ever"
- Don't be ambiguous in praise
  - "It was good, even for your work"
- Praise the specific not the general
  - Express your personal appreciation

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With realization of one's own potential and self-confidence in one's ability, one can build a better world

Dalai Lama

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That’s us!

- We are all interested in keeping our organization healthy
- We are in a leadership position
  - Everyone is a new volunteer once
- People are counting on us to figure it out
- Our commitment is our success
  - Many resources available
  - Plan an achievable path forward
- Be proactive not reactive

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Yes, Anyone Can Be a Leader

“The label of "leader" has long been reserved for those professionals with CEO, VP or other lofty titles to their credit.... yet, while many supply management professionals have a hard time identifying themselves as leaders on this basis, they learn from their experiences and must continually work and study to improve what they have learned — just like any leader must.

*by Dr. Sandra Tanner-Simmons and Dr. Susan Williams*

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Herd The Team

- Leading a team is no small task - but we can do it
- One Gnu starts walking ... and the rest follow
- Big crocodiles in the river
  - more survivable if all the gnus travel together
- Crossing the river one gnu at a time
  - would not be as effective
- Focus on the crocodiles
  - the journey becomes impossible
- Focus on the end result
  - the journey is worth making

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Leadership and learning are indispensable to each other

John F. Kennedy

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Spot a Mentor

- Highly organized and focused
  - Can break a project down into its respective parts and see it through to completion.
- Track record of involvement
  - Visibly involved, service-driven individuals.
- Accomplished –
  - In their chosen profession, your organization, other organizations
- Known and respected by peers and others
  - Inspire others to rise to the occasion.
- Motivated and motivational
  - Level of enthusiasm causes others to want to become involved
- Dependable
  - When they say they will do something, it’s done.

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Delegating

- Don't overwhelm
  - Assign small specific tasks until the team member is ready to become self-directed.
- Provide all of the information up front
  - Don't hold back expectations, concerns, potential problems or expected benefits. A valuable member of the team deserves to know what's going on
- Let the team member learn to make decisions
- Coordinating not directing

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Communicating

- How do leaders do it differently?
  - By communicating all the time, in casual conversation, memo, mail, phone, expression, formal meetings, etc. every instance reinforces the task
- Can I keep in touch without being a nag?
  - Can I learn status by just talking rather than asking? can I get a "feeling" for progress rather than requesting status reports?
- Don't procrastinate
  - Get people involved early, keep them informed and excited

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Still Communicating

- Explain why the task is important and how the person will contribute to the team
- Make sure everyone understands and buys into the team goals
- Listen to feedback, concerns, expectations
- Act before there is a crisis
  - root out and resolve concerns while they are still small
- Don't make the mistake of communicating an "I don't care attitude"
- Be concerned and interested even if it hurts

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Find a Successor

- History of regular attendance at meetings
- Takes part in discussions but doesn’t overshadow others
- Exhibits a positive “can-do” attitude
- Accepts responsibility for projects
- Liked and respected by others
- Sees the big picture and is goal oriented
- Knows how to delegate effectively
- Maintains high ethics
- Highly organized
- Prepared to make unpopular decisions

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Sun Tzu – Art of War

- Draw your enemy to the battlefield
- Taking the lead is better than waiting for something to happen
- Proactive is better than reactive
- Who is our enemy?
  - Routine programs
  - Arcane administration
  - BOARD meetings which end up being BORED meetings
  - Obsolete organization
  - Generation gap
  - Pitiful planning

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What’s Next?

- Our place is in front
- Our task is to
- We have heard from our mentors
- We have the
- We know where to go
- Our task; to put into practice, take the lead and inspire people to follow us.
- It’s a task we’ve set of ourselves by volunteering, getting involved and being concerned.
- We know what needs to be done, now we need to do it

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Commitment

- Can we set some goals for the next few hours?
- Meet volunteers from other affiliates
  - Make a commitment to share ideas and encouragement after returning to the “day job”.
  - Trade business cards
- Practice being a positive motivator
- Discover at least one new benefit of membership
  - Share that personal achievement with the rest of your affiliate members in a newsletter or at your next affiliate program

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Our goal:
- Help members understand and avail themselves of all the benefits of membership

Our challenge:
- Encourage and motivate the volunteers who enhance membership experience

Our individual imperative:
- Be the example that inspires people to volunteer.

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Recruit a great team
Train the team
Build confidence
Let them do their job!
Discussion Handout

➢ Talking points for our time together here
  ❖ Who do I know that is a good leader?
  ❖ Why?
  ❖ How would I motivate that team member?
  ❖ Who will give me good feedback about my leadership skills?
  ❖ Who will be my leadership mentor?

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Exercises

➢ Get a group of new friends together and start a thread in the Volunteer leadership discussion forum - use it to share best practices, questions and ideas.
➢ Handout – talking points for our time together here

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May the Force be with you

References

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- **Ethics for the New Millennium** by *Dalai Lama* ISBN-13: 9781573228831
- **Yes, Anyone Can Be a Leader** by Dr. Sandra Tanner-Simmons and Dr. Susan Williams [ISM eSide, May/June 2008] www.ism.ws/pubs/eside/esidearticle.cfm?ItemNumber=18131
Find More on Leadership

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