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How to Become a Great Leader

Purpose is what drives you.
Passion fuels you.
Pride defines you.

What's the secret to becoming a great leader?
(Hint: It's not about your title.)

For one thing, **you've got to work at it**, said Steve Gilliland, a motivational speaker and author who spoke to HR professionals at a Society for Human Resource Management Annual Conference.

Too often, leaders confuse profits with purpose and disregard the principles that drive people.

Leadership is not about what title you have or even how many employees report to you, he said, noting that the greatest leader he ever knew was a secretary who worked for him years ago. She taught him that **leadership is about how much influence you have**.

"You'll know you've arrived as a leader when **people follow you because they want to** — and not because they have to," said Gilliland, author of *Detour* and *Enjoy the Ride*.

If you want people to follow you because they want to and not because they have to, focus on instilling in them three things: **purpose, passion and pride**. "Purpose is what drives you. Passion fuels you. Pride defines you," he said.

To gain influence, **you must first earn people's trust and respect**. Start that process by learning as much as you can. He said he reads three books a month. "If you don't grow yourself, you can't grow them," he said.

You also need to show people that you care. Ask about their children. Find out what their interests are. Something as simple as a kind word can make a difference to those around you.

"You get a chance to influence people every day," he said. So, **make sure what you say or do improves the situation**. You'll notice a ripple effect. If you're kind to others, they'll be kind to those around them.

If you want people to follow you, **help center them**. "Remind them why you do what you do," he said. For example, when speaking to a company that sold hospital equipment, he reminded them that they help save lives. "When the 'why' is clear, the 'how' is easy," he said.

Finally, **appreciate good people because they're hard to find**, he said. He asked the audience: When is the last time you thanked your employees? When is the last time you invited them into your office for a compliment — instead of a reprimand?

Source - Society for Human Resource Management: www.shrm.org/hr-today/news/hr-news/conference-today/pages/2018/how-to-become-a-great-leader.aspx

Employee Voice

2019 Pinellas County Employee Survey

As you receive 2019 Employee Voice Survey results, you will see data trends from the last few years and will be able to see if our employees feel valued by their supervisors and leadership team. We encourage you to take a look at the 2019 survey results and identify focus areas of improvement. Ask yourself, "What have I done to build trust today?" The UPS-wide results will be shared in the November issue of the *Pen*.