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## Effective Leadership

*A boss creates fear, a leader confidence.*

*A boss fixes blame, a leader corrects mistakes.*

*A boss knows it all, a leader asks questions.*

*A boss makes work drudgery, a leader makes it interesting.*

*A boss is interested in him or herself, a leader is interested in the group.* Russell H. Ewing

Effective leadership lies at the heart of organizational effectiveness. In order to be successful, the “boss” not only needs to practice effective management techniques but also needs to exhibit leadership behavior. Both should go hand-in-hand. But the essential difference between a manager and a leader is the way they motivate people. Managers rely on their title to direct subordinates. Leaders have followers who feel motivated to take action.

Leadership skills can be developed and fostered in a number of ways:

**Instilling Confidence in Your Followers** – An effective leader supports, coaches, encourages, and mentors her followers. She provides praise and positive reinforcement when presented with the opportunity. She recognizes that people need some nurturing to perform at their best capacity. She recognizes that people need to feel safe when taking measured risks and know that, if they encounter failure, they will still be valued and supported.

**Correcting Mistakes** – An effective leader knows that, no matter how talented the follower, he will make occasional mistakes. When they occur, the best thing the leader can do is to approach the situation as a coach, helping the follower analyze what went wrong, what can be learned from it, and how to do better next time. When providing feedback, it would be most effective if the leader followed the Achieve Global Basic Principle® which says: Focus on the situation, issue, or behavior, not on the person.

**Asking Questions** – An effective leader asks more questions than makes statements. Asking questions helps followers think for themselves and develop the capacity to solve problems. As followers solve their

own problems, they are more committed to the chosen course of action. This also helps build their confidence and is also likely to instill loyalty for the leader who shows he believes in them and values them. Increased loyalty leads to a better working relationship and a greater willingness to follow.

**Making it Interesting** – An effective leader knows that she needs to establish the relationship between the task at hand and how it supports the organization or its objectives. By making the connection between the follower’s role or task and how it supports a greater purpose, the leader can provide meaning to the activity. For example, helping the street sweeper understand that she is helping keep contaminants out of the watershed and creating a more attractive and safe community that attracts residents and tourists alike. An effective leader also knows that it’s okay to have fun at work and encourages followers to find interesting and innovative ways to get the job done efficiently and effectively.

**Being Interested in the Group** – An effective leader pays attention to the needs of the group and responds to verbal and non-verbal requests for reconsideration or support. He understands that he is there to serve them rather than the other way around. He is there to provide the guidance, resources and support they need to get the job done and to help them work through challenges. He is not as focused on his own needs as he is with the needs of the group. He knows he needs them to be successful to accomplish the mission.

- Leaders lead people. Managers manage tasks.
- Leaders ask questions. Managers give direction.
- Leaders have followers. Managers have subordinates.

Following the principles of effective leadership can transform your organization from one that is merely surviving to one that is thriving. Be a leader, not just a boss.

*I learned that a great leader is a man who has the ability to get other people to do what they don't want to do and like it.*  
Harry Truman