LEADERSHIP AND CREDIBILITY

Goal: Strategies for becoming a more credible leader.

TODAY’S LEARNING GOALS:

- What is Credibility?
- Change
- Behavior
- Understanding self & others
- Ethics
- Leadership Growth Plan

credibility \kred-i-bəl-ət\n
noun
the quality or power of inspiring belief
In this instance, the lawyer’s job is to make the jury doubt the witness’s credibility.

the quality of being trusted and believed in
The scandal undermined her credibility as an honest politician.

the quality of being believed or accepted as true, real, or honest
The scandal undermined his credibility as an honest politician.
BUILD YOUR FOUNDATION

- Preparation/Planning
- Community Support
- Healthy Lifestyle

EXERCISE: STUDENTS OF CHANGE

- What changes are occurring internally in our organization?
- What changes are occurring externally in our profession and industry?
- What changes are occurring in our personal life?
- What changes are going on with our career goals?

"Leadership is not about personality; Leadership is about behavior." - Kouzes & Posner
Tell me about your favorite supervisor or manager.

“Inherently, each one of us has the substance within to achieve whatever our goals and dreams define. What is missing from each of us is the training, instruction, knowledge and insight to utilize what we already have.”

MARK TWAIN

BUILDING BLOCKS OF PERSONAL CREDIBILITY
WHAT MAKES AN EFFECTIVE LEADER?

- Great leaders show up a lot
- Great leaders rehearse mentally
- Great leaders manage the consequences of performance
- Great leaders do lots of performance interviews
- Great leaders critique their own leadership performance

Wally Bock, 2005

CREDIBLE MESSAGING

“Walk the talk.”

What is The Biggest Mistake Leaders Make When Working with Others?

- Neglecting to provide effective feedback
- Seeking support from colleagues
- Not being open to feedback
- Failing to listen in a meeting

Get Market Today! Call 709.355.9702

No one develops effective management skills without the proper training.
"We’re being judged...not just by how smart we are, or by our training and expertise, but also by how well we handle ourselves and each other."

Daniel Goleman, *Emotional Intelligence*

"They were threatened by my intelligence and too stupid to know that’s why they hated me."

Sheldon Cooper, *Big Bang Theory*

“Tell your wife that she looks pretty, even if she looks like a truck. -- Ricky, age 10.”
OPEN ENDED QUESTIONS

- What led you to this decision?
- What suggestions for improvement do you have?
- When will this action take place?
- When do you consider you will make changes?
- Where do you feel you need help?

MORE OPEN ENDED QUESTIONS

- Why are you considering taking this action?
- How do you plan to turn this situation around?
- How do you plan to implement this change?
- What inspires you about working for our company?
- What will you do differently the next time?

THE SUPERVISOR IS AN EXCELLENT MOTIVATOR

Where does motivation come from?
DO UNTO OTHERS.....

The 5 Languages of Appreciation in the Workplace

1. Words of Encouragement
2. Acts of Service
3. Gift Giving
4. Quality Time
5. Handshake

6 LITTLE QUESTIONS

Why am I here?
What does the “good job” look like?
What happens when I have a problem?
How am I doing?
What’s in it for me?
How well do we work together?

SERVANT LEADERSHIP

- They listen
- They have empathy
- They heal
- They are aware
- They persuade
- They conceptualize
- They have foresight
- They practice stewardship
- They have commitment
- They build community
- They embrace process

Robert K. Greenleaf
CREDIBILITY & ETHICS

“It’s easy for the average employee to wonder why his or her behavior should be ethical when those who lead us engage in unethical behavior.”

- Marlene Caroselli, Ph.D.,
- author of The Business Ethics Activity Book

QUESTIONS TO ASK...

1. Is the action ILLEGAL?
2. Does the action VIOLATE company or professional standards?
3. Who is AFFECTED, and HOW, by the action?

TIPS FOR CREATING AN ETHICAL WORKPLACE

- Make sure that people understand ethical values.
- Create an environment where doing the right thing takes precedent over short cuts.
- Teach people how to make ethical decisions.
- Build lasting ethical relationships.
- Recognize that a written code of ethics means nothing.
TO THINK ABOUT....

- How would those you work with rate your level of credibility where one is low and five is high?

- What must you commit to do to maintain or rebuild the level of credibility with those you work with and those in your network?

- What specific things will you stop doing, start doing, or continue to do?

LEADERSHIP GROWTH PLAN

“...gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.”

- Eleanor Roosevelt
What is Credibility?
Change
Behavior
Understanding self & others
Ethics
Leadership
Growth Plan

INSTRUCTOR
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Responsible Leadership: packed up, ready to go