On ‘Leadership Skills’

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The American Heritage Dictionary defines a leader as:

1) One that leads or guides
2) One who is in charge or in command of others
3) One who heads a political party or organization
4) One who has influence or power, especially of a political nature
A LEADER IS ONE WHO KNOWS THE WAY, GOES THE WAY, AND SHOWS THE WAY.

JOHN C. MAXWELL
Categories of Leadership Skills

- **Technical Skills – What you study**
  - Methods, processes, procedures; ability to use tools or operate equipment

- **Conceptual Skills – Ability to analyze situations and generate ideas**
  - Analyzing situations, thinking logically, combining concepts and ideas into a workable relationship

- **Human Relations skills – Understanding and ability to work with people**
  - Interpersonal processes, communication skills, cooperation, attitude, motivational ability
Leadership

Leadership is the ability to develop a vision that motivates others to move with a passion toward a common goal.
Leadership

“For leadership to be effective, it must be built on a solid foundation consisting of a clear mission, a vision for the future, a specific strategy, and a culture conducive to success.”
Elements of Leadership

- Teamwork
- Motivation
- Support
- Competence
- Skills
- Power
- Communication
- Responsibility
Boss Vs Leader

**BOSS**
- Drives employee
- Depends on authority
- Inspires fear
- Says, “I”
- Places blame for the breakdown
- Knows how it is done
- Uses people
- Take credit
- Commands
- Says, “Go”

**LEADER**
- Coaches them
- On goodwill
- Generates enthusiasm
- Says, “We”
- Fixes the breakdowns
- Shows how it is done
- Develops people
- Gives credit
- Asks
- Says, “Let’s go”
Together Everyone Achieves More

As each goose flaps its wings, it creates an uplift for the birds that follow.

“Communication + Co-Operation = Success”

By flying in a V-formation, the whole flock adds 71% greater flying range than if each flew alone.
Leadership Skills for Workplace Success

Leaders must master all forms of communication— one-on-one, departmental, and full-staff conversations, and communication via the phone, email, and social media (Digital savvy).
Leadership Skills - Communication

- Active Listening
- Articulating
- Clarity
- Concision
- Correspondence
- Explaining
- Facilitating group conversations
- Body Language
- Think deep, say short & smart
  (Verbal & Written communication)
Leadership Skills - Motivation

Build employee **self-esteem** through recognition and rewards, or by giving employees **new responsibilities** to increase their commitment and involvement.
Leadership Skills - Motivation

- Allowing employee autonomy (No Prescription life)
- Assessing the interests of staff
- Convincing vs Commanding / Dictating
- Mentoring
- Open to employee concerns
- Providing productive and challenging work
- Setting effective goals
- Team building
- Thanking staff
- Understanding employee differences
Leadership Skills- Delegating

Identify the skills of each of your employees, and assign duties to each employee based on his or her skill set. Delegating tasks is a sign of weakness.

“To lead people, walk behind them.” - Lao Tzu
Leadership Skills - Delegating

- Accepting feedback from employees
- Allotting resources for employees
- Assessing employee strengths and weaknesses
- Defining expectations
- Evaluating employee performance
- Identifying measurable outcomes
- Matching the task to the right employee
- Prioritizing tasks
- Setting expectations
- Team work
- Time Management
- Training
- Trust in employees
Leadership Skills- *Positivity*

“Choose a job you love and you will never have to work a day in your life”

- Confucius

Can you laugh at yourself when something doesn't go quite as planned?

Simple acts will develop a positive atmosphere in the office, and raise morale among staff members. Employees will be more willing to put in the long hours when needed, if they feel positive in the workplace.
Leadership Skills - Positivity

- Caring
- Conflict management
- Developing rapport
- Diplomacy
- Encouraging
- Empathetic
- Friendliness
- Humour
- Social
Leadership Skills - Positivity

“Don’t find fault, find a remedy.”

- Henry Ford

“A GOOD LEADER is a person who takes a little more Than His Share Of The Blame and a little less than his share of the credit.”

- John Maxwell
Leadership Skills- Positivity

Dr. A. P. J. Abdul Kalam on Leadership

Mother Theresa on Empathy
Leadership Skills - Trustworthiness

Demonstrate your integrity – Employees will only trust leaders they respect.
Leadership Skills - Trustworthiness

- Ability to apologize
- Accountability
- Transparency
- Work ethics
- Confidentiality
- Consistent in behaviour towards employees
- Reliability
- Standing up for what is right
- Thoughtful
Leadership Skills- Innovative

Learning to try nontraditional solutions, or approaching problems in nontraditional ways.
Innovation distinguishes between a leader and a follower.
Leadership Skills- Innovative

- Analytical
- Perception flexibility
- Conceptualization
- Critical thinking
- Understanding different cultural values
- Foresight
- Observation
- Open-mindedness
- Sound judgment
- Synthesizing
- Don’t re-engineer... re-imagine
Leadership Skills - Innovative

Leaders should constantly look for opportunities to improve performance of the team members.

“Successful leaders see the opportunities in every difficulty rather than the difficulty in every opportunity.” - Reed Markham
Leadership

is about making others better
as a result of your presence and
making sure that impact lasts in
your absence.

— Sheryl Sandberg
COO of Facebook
LOOK IN THE MIRROR... THAT'S YOUR COMPETITION.
THE PRINCIPLE IS COMPETING AGAINST YOURSELF. IT'S ABOUT SELF-IMPROVEMENT. IT'S ABOUT BEING BETTER THAN YOU WERE THE DAY BEFORE.

— STEVE YOUNG
Leadership Skills- Flexibility

Mishaps and last-minute changes always occur at work. Leaders need to be flexible.

“To handle yourself, use your head; to handle others, use your heart.” – Eleanor Roosevelt
Leadership Skills- *Flexibility*

- Ability to learn new skills
- Ability to respond to new problems
- Adaptability
- Negotiating
- Open to feedback
- Recognizing individuals’ strengths and skills
- Treating employees as success partners
Thank you