

About Bossy

Leader's behaviours which affect effectiveness. How do we manage our own personal skills to become more effective in the crucial theme in this era, the Leadership? Here not casual tips, not true for free, just some idea which come from experience and study, because to talk about leadership require we have acted good bossy.

Personal Integrity and Credibility

Tell the truth. When things are going well and, mostly, when they don't. Engage people picturing them the reality and share it. Support them to do the same. Positive vision doesn't mean you have to see only the good or shift bad news in good ones. Positive speaking allows Leaders to clarify an honest picture with no drama and without being too emphatic. Be able to face the reality with a positive approach about bad stuff you can manage and good news you can rewards. Be authentic across the organisation, you have to demonstrate a rock-solid integrity, honesty, reliability as well the ability to face the reality as it is. If you would get too softly bad news, people will undervalue all the positiveness you bring to them.



Adapt you style at the New Economy environment.

New economy doesn't require you just try harder, sell more and work longer. It also requires you change the way you work at all. You should develop a deeper analysis about three issues:

What's the situation?

Old business styles are failing. The competitive advantages they still working now are: **Trust, Reliability, Personal interaction and Relationships**

Who else is involved?

Consider prospects, customers, employee, suppliers and partner and what they need in that situation.

How can you help?

Determine what makes your offer so unique and how to support it as well. Improve people awareness on it and aim straight to it all your effort and people management.

Be able to give “Improving Feedback” to all around you

Ask for permission: agree the intention and purpose of the feedback first. Start by **his/her opinion** about the matter Proceed throughly **strength points Be positive** in speaking as well in the relationship, smile and support positive thinking around you **No judgement**, talk about reality and opinion there is not an absolute truth. Be careful but **straight and precise** on improvement points **Do not get personally** and do not develop attachment on people, relationships, things which ban your freeness on change or quit.

Focus your organisation outward

Organisations that are too inwardly focused often miss important happenings and opportunities in their market. Listen your prospect-facing employee as well client's need you can collect through your team. **Send people out**, managers have to meet client/partner face to face. Offer them external training so that they will meet people and develop new ideas and approaches. Share good data as well the bad ones. If there

are bad news share them with a well articulate **action plan**, do not protect employee by bad data, it hinders your team's responsiveness, but do not complain or focus attention on bad data it will drive your team on just focus bad ones and enhance bad mood.



Spur innovation in your organisation

Look outside. Mobilise passionate individuals. Embrace new technologies. **Productivity only enhances by passion**, technology and new ideas. Support your teams to develop effectiveness through **innovation attitude**. Open to changes, no matter about what or how.

Criticise with care

Before you voice your disagreement **Analyse!** Understand the big Picture: the complexity is never on the surface. Contextualise your concerns: ask yourself why you object, are you resisting the change? **Do you know it better?** Understand the true source of your concerns first. Ask others for input: Hear what other think about, then **share your concerns as issues to analyse**.

Set a To-Do List that works

If tasks seem overwhelming, it's usually because we are looking at them as whole projects rather than single tasks. **Break projects** down into bite-size, easy-to-complete actions. Your ToDo List will be much more approachable. **Plan to achieve three things done before noon**, statistics show that the teams which reach goals at halftime are likely to get end results much better. Sequence for speed, **manage your energy** first: longer and harder tasks have to be managed with power, if you leave them for last you could tent to run out or procrastinate them.

What people want from you!

Do you can figured out what they want feel on their employee role?

Role Clarity: a structured organisational chart and the whole role expectations can seem too formal or incomplete for a liquid role management as small organisations have. Don't miss to reach clearness about what are the performance evaluation of people, they need it to know the keys! **Autonomy:** people needs interesting things to do if you engage them you don't need to control them: they will do the best they can. You have to create the cultural condition and improve their know-how to reach continuously better and better results. **Reliability:** Isn't what you really require from them? You should be the first to say what you do and do what you say. **Acknowledge** contributions and limits as well is what they need to become aware about. Work on their values and their ameliorative areas it's where you can support them. Be open, clear and straight on when you share it with them. **Grow up** in their professional life is much more valuable than get more money or work less, good people know it and they develop commitment as well.



Build better environment asking questions

Often we are so strictly on time which can't spend it to guide better but we need to go straight on to result. Doing that we say what to do, what it's better, how proceed, what they have to believe... People prefer feel themselves as actors of their decision making as well as these choices support they own goal, they still on

their responsibility, their affect their compensations. Be able to set better questions improve learning organisation environment:

Keep your questions open-ended. Ask provocative questions that challenge your employee to find solution by themselves: **Why, how, what** are the better starting words for all your next question.

Don't lead. Avoiding asking questions you already know the right answer and you show you still wait for it.

Place doubts. Ask them to challenge themselves on their belief and values.

Support solutions finding. Ask them to propose their solution aim the selected purpose

Create question's culture. Support people to place critical questions as a standard during meetings and show that you value their queries.

Managing team conflicts

Keep conflict productive by establishing **ground rules in advance for working through disagreements.**

Give team members two options: confront the conflict and handle it — or let it go. Support them in getting things not personally, stay detached aim to perspectives and common achievements.

Exceed Clients' Expectations

Pleasing clients is a no-brainer in any economy. Exceeding client expectations in a bad economy can make the difference in whether or not you win the next job.

Beat the deadline. Getting work done ahead of time gives the client flexibility and demonstrates you are efficient and customer-focused. When agreeing to a deadline, choose one you know you can beat.

Ask Proactive questions. Clients appreciate when you act as a thought partner and demonstrate your concern for the process and its result.

Know when to defer. Deference is important, but too much of it place you in a hiring position. Build your image as a competent-expert who act collegially with a valuable partner.

Give feedback. Support your counterpart enhancement by good feedback. A positive vision feedback given in a polite way supports relation improvement.

Creative leader is who:

Coach coworkers instead commanding them

Empowers people instead manages them

Gives **respect** first, then asks for it

Is able to **manage failure** as well as success

Shows **kindness** rather than greediness in management.

Is **humble with his/hers own successes.**



Create your market on the rock

In today's post-label world, use alternative brand can do it as well.

Let your customer drive. Let your clients be involved on products feature's project from the beginning to the end.

Get them excited on creative process.

Let them play with you. If you allow customer to play with your brand you could set better and better pace to thrive.

Improve Your Team's Performance

Give your team much-needed perspective. Relieve pressure by encouraging them to enjoy their life and remind them: "work is nice if you have fun!" Spend time with **all your team members**, not just the stars. It's easy to focus on A+ performers, but success relies on sharing teams. When something doesn't go as planned, acknowledge the setback and move on. Focus on team success. Celebrate first **good behaviours**, the ability to **get risks**, then achievements.

Asking better questions!

Keep them open-ended. Ask provocative questions that encourage team members to think for themselves. Start questions with "why" or "how."

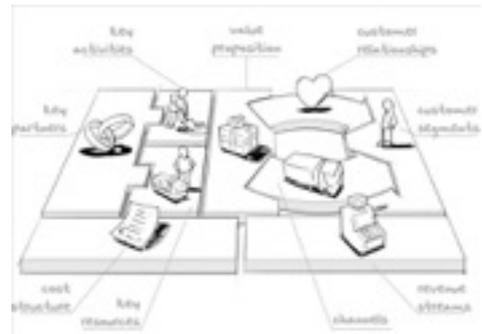
Don't lead. Avoid asking questions you already know the answer to.

Encourage solutions. "What do you suggest we do to get the best results?" is a great question because it elicits ownership.

Create a question culture. Ask team members to bring critical questions to meetings, and show that you value their queries.

Focus on your core business

Success is often equated with size, but research shows that most sustained-growth companies actually boast **one or two highly focused core businesses**. As an organisation spreads itself out and loses focus on its cores, returns decline.



Important Vs Urgent

Checking emails every five minutes makes you feel very busy, and perhaps even important, but it doesn't help you get through **your critical to-do list**. In a frenzy of constant urgency is possible to lose sight of the real work you need to get done. What your role requires you to achieve?

Recover From Your Mistakes

Making mistakes is inevitable — what counts is **how you handle them**.

Be explicit and truthful about what you did wrong. **Make things right.** Find out what you can do to remedy the mistake, whether it's repairing hurt feelings or working harder to undo the damage. **Don't make a scene.** An apology is not an excuse for a stump speech. Make your apology, shut up, get out of the spotlight. Demonstrate that you are ready to move on.

Prevent mistakes. Think about how your own actions and decisions will be perceived.

Time to learn? Always.

Successful **leaders keep their minds open** to new things: no matter how high their level of mastery is, there is always more to discover. Knowledge is matter about what's the next question, rather than demonstrate you're the master.

