

CHANGE

Get the whole organisation on board with change.

Interesting fact: **70%** of change initiatives in organisations and businesses fail.

Source: "Leading Change", John Kotter



All ABOARD!

CREATIVITY & INNOVATION

Generate creativity and inspire innovation, wherever you are.



Interesting fact

Only **25%** of people believe they are living up to their potential to be creative.

Source: Adobe

CRISIS MANAGEMENT

Stay calm and keep control in a crisis.

Nine audiences to target during a crisis:

- | | | |
|-------------------------------|----------------------------|-------------------------------|
| 1 Corporate Executives | 4 Customers | 7 Financial Institutes |
| 2 Employees | 5 Vendors | 8 Trade Associations |
| 3 Board of Directors | 6 Industry Analysts | 9 Regulators |

Source: ODM Group



EMOTIONAL INTELLIGENCE

Control your emotions, and the effect they have on other people.



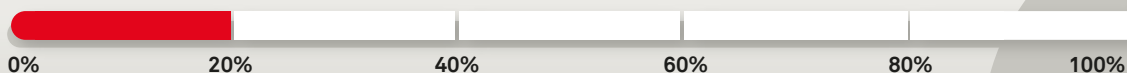
90% of top performers have high Emotional Intelligence

Schmidt, 2012



ETHICS

Making ethics an everyday reality.



A fifth of employees (19%) say that honesty is practised "Occasionally/Rarely/Never" in their organisation's daily practices.

Institute of Business Ethics



EVERYDAY LEARNING

Getting the most out of formal, informal and experiential learning.

10% through formal learning in the classroom

Source: the 70:20:10 model popularised by Charles Jennings

70% of learning comes through experience

20% comes through social learning

LEADERSHIP SINS

Avoid the most common sins of leaders.

CONTROL FREAKERY

Give your team the space to breathe - a sense of autonomy is a great motivator.

AVOIDING CONFLICT

Tackle conflict swiftly - if you ignore the situation it will only get worse.

DITHERING

Be prepared to analyse a situation and make a quick decision when the situation demands it.

BEING LOVED

Accept that you cannot be loved by everybody and that this is one of the challenges of leadership.

THE IMPORTANCE OF SMALL TALK

Look for mutual value from every relationship.

VANITY

Be open to feedback from others about your role as a leader.

PRACTICAL LEADERSHIP

Make leadership an activity, not a position.



HAVE A CLEAR VISION



SHOW YOU BELIEVE



SHOW THEM HOW IT'S DONE



DEAL WITH PROBLEMS



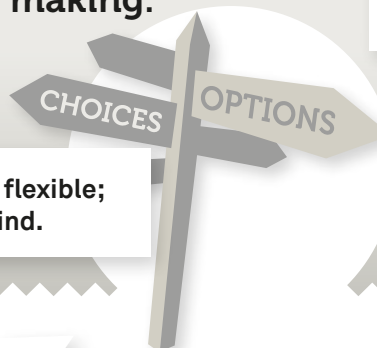
TEAM DECISION MAKING

The three stages of team decision making.

1 Develop a sharply focussed question.



2 Give yourself choices. And be flexible; avoid rigor mentis - a rigid mind.



3 Imagine future worst and best case outcomes.



TEAM DEVELOPMENT

FORMING

Strong direction

NORMING

Take a step back

STORMING

Resolve conflicts quickly

PERFORMING

Award credit where it's due