

Five Star Leadership®

For Leaders Only!™

A Workshop to Develop Your Own
Leadership Behaviors

Introduction

Goal of the Program

- Understand leader-behaviors
- Identify current behaviors
- Create goals around improving
- Build a plan to become better leaders

Program Development

- Leadership is not a team sport
- Leadership is a one-on-one (game) relationship
- This relationship is key to getting work done
- Leaders can behave in ways that create good and bad relationships
- This program shows how you can identify ways to be a better leader and create great working relationships

Social exchange relationship

- Technically, the relationship of a supervisor and worker, a boss and an underling, a president and a vice-president, etc... is known as a Social Exchange Relationship.
- This isn't all about "liking" each other, it is really about the agreement you and your team-member have on how work will get accomplished.
- It can be a high quality relationship, neutral, or low quality.

Research

- The research shows that higher quality relationships are associated with higher quality outcomes
 - Higher profits
 - Greater sales
 - Less absenteeism
 - Good workplace citizenship
- Lower quality relationships generally result in the opposite, although good work can still get done

The five behaviors

- Inclusion
- Respecting
- Rewarding
- Improvement
- Modelling

Change Process

- Goal
- Current
- Understanding change
- Planning change
- Doing it

Introduce Your organization

- What does your organization do/produce/etc...
- What is your role
- What is your team's role
- Describe your team

Test Results for LMX-7

Leader-Member Exchange

- Self-reported
- Direct-reports
- What does the score mean?

Behavior Definitions

Inclusion

- Inclusion embodies the behaviors of consulting with members about important task issues and delegating decisions and effort regarding the task.

Respecting

- Respecting behaviors have the leader showing concern for a member through attentiveness, expressing appreciation, empathizing, being courteous and considerate, being accountable and professional.

Rewarding

- People like to be rewarded both formally and informally for their efforts and results. Reward can be money, of course, but recognition by the leader of a job well done is important as well.

Improvement

- A good leader assists team members in developing their knowledge and skills to succeed at the tasks at hand as well as work and personal life.

Modeling

- Modelling has two dimensions:
 - acting in ways that exemplify the type of person they would like their team members to be both at work and in life,
 - and showing the way in how to get the tasks completed successfully.

Questions Only You Can Answer

- Turn to the workbook section “Questions Only You Can Answer” and let’s get started.