





The 8 Growth Zones

- Planning
- Sales & Marketing
- Products
- Systems
- People
- Money
- Technology
- You

THE 8 Growth Zones

Leadership Essentials for Building Your Team and Your Business with Juliet Robinson

Today's Growth Zones



Leadership Essentials for Building Your Team and Your Business
with Juliet Robinson



What You'll Learn in the Masterclass:

- Know yourself - self awareness will help you in everything you do
- Invest in your team - ensure they have the skills, tools, time and trust to help you deliver
- Listen - be open to ideas and feedback from your team, your customers and your suppliers
- Be consistent - do what you say you will do - and own it when you can't
- Celebrate - one of the most powerful ways you can drive performance and motivation.



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with Juliet Robinson



Juliet Robinson

Big Goals



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If you could get all the people in an organisation rowing in the same direction, you could dominate any industry, in any market, against any competition, at any time.

Patrick Lencioni



Roadmap

- Know yourself
- Invest in your team
- Listen
- Be consistent
- Celebrate



Everything you say and do is observed by your team members and essentially "gives permission" for them to behave in the same way.



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Know Yourself

- Self awareness will help you in everything you do.
- Understanding how you like to work and communicate helps you:
 - Work more effectively
 - Play to your strengths
 - Influence more effectively
 - Understand that others are not trying to be difficult (most of the time!).



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Work and Communications

Tools include TMP DiSC, MBTI, Hermann, LSI... so many options

- It helps to have some idea about:
 - How you like to deal with others – introversion vs. extroversion
 - Where you get your energy from
 - How you think – big picture vs. details
 - How you make decisions – facts vs. values
 - How organised you like to be.

Once you understand your own ways of working and communicating you can understand how to adapt to and influence others.



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Invest in Your Team

- Understand your team members and ensure they have the trust, skills, tools and time to help you deliver.
- If you can build trust with your team, everything else will flow
- Trust enables people to be vulnerable, have open conversations and challenge ideas
- Often people are put into roles without having the skills or tools to do the job. Particularly in smaller businesses.
- We tend to overload our good performers "give a busy person the job..."



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Why does trust matter?

- The first step in creating a cohesive team and positive work environment
- Relationships are formed as trust develops.
- When trust diminishes, relationships become more distant, often leading to conflict
- Getting people engaged and committed to the organisation's purpose, values and vision requires a high level of trust
- People need to know they can trust the business's leaders, and their immediate manager
- Sets people up to succeed
- Enables leaders to influence more effectively



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Being trustworthy

- Thinking you are trustworthy does not necessarily build trust.
- People make judgements about how trustworthy their leaders are based on their perception of what leaders **do**, not what they say, nor what they intend to do.

The best leaders are ones that let you see them sweat. When we fail to let people see our humanity, they won't trust us.

Patrick Lencioni



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Trust Building Behaviour

- Lead by example - role model the way
- Communicate openly and be honest
- Be constructive – don't look to blame people
- Discourage cliques
- Get to know one another - understand what's important to your team members and their motivators



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Listen

- The more you listen, the more you will learn – about what is going on in your business, about what could improve, about how people are getting along, about problems.
- Be open to feedback from:
 - your team
 - your customers and
 - your suppliers
 - Use useful questions
- *We all like to think we're good listeners but most of us are just waiting for our turn to speak.*



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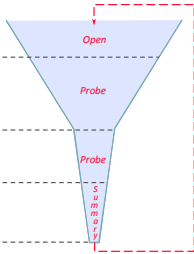
The Questioning Funnel

Provides opportunity for other person to talk e.g.
"Tell me about what has happened so far."

Gather more information and ask for more specific examples
"What are the risks likely to be?"

Confirm outcomes
"How did that perform last year?"

Clarify understanding
"So let me just check that I've understood what you're telling me..."



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Be Consistent

- Keep showing up
- Keep doing things that move your business forward
- A lot of little steps add up
- Reward what is important and change things that go wrong
- Your team is watching for signals
- Do what you say you will do
- Own it when you can't



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Celebrate

- "Catching people doing it right"
- Sends signals about what is important and how you value the team's efforts
- One of the most powerful ways you can drive performance and motivation
- Often we don't make time, we just move on to the next things
- Doesn't have to be extravagant – should be appropriate for the achievement and the team.



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Recap

- Know yourself
- Invest in your team
- Listen
- Be consistent
- Celebrate



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MEMBER QUESTIONS



Member Offer

- Leadership Essentials Programme - a 5 module self-paced course that covers all the key issues for managers who are looking to build their leadership skills and confidence.
- Sign up at <https://www.biggoals.com.au/leadership-essentials/>
- Big Goals Leadership Group - a free private group where we discuss leadership approaches, challenges, experiences and ideas.
- Join us at www.facebook.com/groups/415372829390711/



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Thank You



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