

Leading your Team to Success

Lessons from

*The Leadership
Challenge*

by Kouzes and Posner

The Five Practices of Exemplary Leadership

Challenge the Process

Inspire a Shared Vision

Enable Others to Act

Model the Way

Encourage the Heart

Challenge the Process

If it ain't broke,

BREAK IT!

Different Perspectives

What we can learn from different disciplines?

- Sales Techniques
- Counseling
- Improv Theater

Inspire

a

Shared Vision

Describe "Victory" for
your program



Enable Others
to Act

Coaching Techniques

- Listen in on both ends
 - Help listen for key words
 - Listen for caller enthusiasm
- Reflection
 - What do you think you did well?
 - What could you do differently?
 - Here's what I think you did well
 - Here's what I would recommend for change
- "Here is how I am experiencing you....."

Model the Way

Find your own style

Encourage your callers to do the
same

BE THE CHANGE YOU WANT TO SEE

Encourage the Heart



Encourage the Heart

Recognize Contributions

Celebrate the Values and
Victories

Incentives

Figure out how each callers
likes to be recognized

Remind them of the big
picture