What is a leader?

* Leader vs Boss
* 21 qualities of a successful leader. You Tube video John Maxwell
* What is your management style: Quiz and discussion

Useful verbiage and approach to motivate staff

* Words do matter, what to say do’s and don’ts
* Body language, does it match your message
* Set the tone for the meeting, plan ahead and be prepared
* Learn to pause

How to have a difficult conversation:

* Be prepared, have examples of the issue being discussed
* State the issue….one issue only
* State facts without emotionally charged words
* Do not become emotional yourself, control the direction of the conversation
* Are your fingerprints on this issue as well? If so apologize
* Do not allow the conversation to be derailed by talking about other employees or issues
* Allow for a pause after questions, allow employee to answer
* Allow employee to explain the issue and listen to understand their reality
* Allow employee to provide possible solutions
* Repeat what the employee is saying and ask if you are hearing correctly
* Have the employee summarize the conversation and be sure expectations are clear

Show You Tube videos of how to and how not to have a successful conversation.

How do you become a valuable member of the IDT team

* Continue learning, ask questions, research on your own and come to meetings prepared
* Set a standard of respect, present yourself as you expect to be treated
* Do not be afraid of your own voice
* Learn when and how to say no
* Stand up for yourself and your staff in a professional manner
* Admit when you are wrong; do not pass the buck or shift blame
* Do not procrastinate or put off dealing with difficult people or situations

Questions and discussion