

10 LEADERSHIP LESSONS FOR TRANSFORMATIONAL TIMES



- 1. Ignite Employee Engagement.** To get started, look within; if you aren't engaged, as a leader, don't expect to ignite engagement in others. Our model identifies four essential factors: Alignment, Contribution, Commitment, and Appreciation.
- 2. Make time for transformation.** Each employee will have different responses to change and transition. Allow time for everyone to reflect on the upcoming change and work through their concerns.
- 3. Read between the lines.** Listen intently, watch for non-verbal cues or changes in attitudes and behaviours, and monitor signs of diminished energy or failing health. These may indicate struggles that an employee or colleague has been unable to communicate through words.
- 4. Build on your strengths.** Being a born leader isn't enough. Great leaders continue to grow through reflective self-assessment, feedback from others, and continuously developing new skills.
- 5. Learn to let go.** Master the balancing act of delegation and control. Equip those you lead to do their jobs well . . . then trust them to do it.
- 6. Deal with the tough stuff.** Ignoring people or process problems is ineffective. The [statistics](#) on toxic workplaces are alarming; nobody likes to make tough decisions, but failure to do so can jeopardize your organization, employees, and customers.
- 7. Be strategic about systems.** IT systems, often thought to maximize efficiency and productivity can have the opposite effect. Remember – the solution isn't always to upgrade or introduce new technology; first, ensure current systems are being used effectively.
- 8. Walk your talk.** Leaders have multiple layers of influence. Model the attitudes and behaviours you want from your team. Be consistent in your message; avoid saying one thing then rewarding the opposite.
- 9. Embrace diversity.** Don't just tolerate diversity; fully embrace it by celebrating the uniqueness of each team member. Use resources such as the SEED Toolkit for tips and strategies on how to create and sustain diverse workplaces.
- 10. Show appreciation.** Engaged employees know their work is appreciated. Formal recognition programs are great but, a simple “thanks for the outstanding work” goes a long way. Ensure your employees know their efforts are appreciated.



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