



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.



Coming Winter 2011

We hope you'll join us in our upcoming courses.

Click on the course names below for more information.

There's still time...these five classes are starting soon:

- **Researching - Feb. 2**
- **Placement & Monitoring - Feb. 2**
- **Ethics Essentials - Feb. 9**
- **Assessments - Feb. 9**
- **Proposal Writing - Feb. 9**

e-Courses starting in the New Year:

- **Budgets & Business Plans**
- **Marketing Programs**
- **Managing Diversity**
- **Successful Academic Writing**

CMPP Courses:

- **Group Facilitation**
- **Work Search Essentials 1**
- **Diverse Clients**
- **Employment Readiness**

Certificate Courses:

- **Case Manager**
- **Job Developer**
- **CPE 510**
- **Personality Dimensions**
- **CPE 521**

To view our full course schedule, please [click here](#)

DID YOU KNOW?



Former Prime Minister Paul Martin made a public commitment, during his keynote address at CANNEXUS 2011, to raising the profile of the career development sector; he clearly endorsed the value of career development practitioners and counsellors.

In our recent survey for the **Look Before You Leap** project, respondents identified the top 3 characteristics of self-employed individuals as self-discipline, people-skills, and persistence. Do you have what it takes? Find out at CDC Post Conference: [Look Before You Leap](#)

You can see our team “in action” at these upcoming events:

Feb 1 & 8, Online	Ethics of Advocacy (Roberta)
March 2, Kelowna, BC	Building An Employee Career Development Process (Deirdre and Roberta)
March 7, Vancouver, BC	Career Flow: A Hope-Centred Approach to Purposeful Transformation (Roberta with Spencer Niles, Norm Amundson)
March 7, Vancouver, BC	Strategies for Staying Engaged During Transitional Times (Deirdre)
March 8, Vancouver, BC	Demystifying Assessment: 10 Essential Questions to Structure Your Approach (Roberta)
March 9, Vancouver, BC	Look Before You Leap: Self-Employment Survival Strategies (Roberta and Deirdre)
March 16 & 30, Online	Career Flow: A Hope-Centred Approach (Roberta)
June 1, Burnaby, BC	Leadership Lessons for HR (Deirdre and Roberta)

NEW RESOURCES



Leadership Lessons for Transformational Times, Deirdre A. Pickerell and Roberta A. Neault

From the back cover: Through inspirational quotes, reflective activities and worksheets, and brief articles, the authors share Leadership Lessons from their combined 30+ experience in leading businesses, professional associations, and project teams, as well as supporting countless leaders from diverse sectors and backgrounds. Available at www.lifestrategies.ca

New Tip Sheets. Click on the title name to view the full tip sheet.

- e-Learning Success
- Ethical Advocacy
- Facilitate Sustainability
- Integrating Assessment Results Into Career Conversations
- Job Interview Follow-Up
- Lessons Learned From Winning Awards
- Navigating Your Job Loss

CONGRATULATIONS



We are pleased to announce that Roberta Neault has just received **“The Gold Medal and Diamond Pin for Leadership in Career Development”** - a special award from Stu Conger. [Click here](#) for more information. Read Roberta’s reflections in [Lessons Learned from Winning Awards](#)



Shylo Loock has successfully completed her Employment Facilitation/Work Search Specialist Certificate in the Career Management Professional Program



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