

## **ELEVEN SKILLS OF LEADERSHIP**

1. **Communicating:** receiving, storing, retrieving, giving and interpreting information.
2. **Knowing and Using the Resources of the Group:** those available to the group and those from within the group's own members.
3. **Understanding the Characteristics and Needs of the Group:**

Characteristic: "a trait, quality or property distinguishing an individual, group or type."

Need: "a want, requirement, feeling the lack of something that would be useful."

### Five Levels:

1. Food, water, shelter and warmth
  2. Safety and security
  3. Friend, association with others, interpersonal relationships, order and a feeling of belonging
  4. Recognition, self-respect, independence and esteem
  5. Self-fulfillment, confidence, achievement and growth to full potential
4. **Representing the Group:** get the facts, ascertain the situation, determine the group's reaction, make mental or written notes and present the position to a 3<sup>rd</sup> party; then explain the decision to the group and represent the 3<sup>rd</sup> party's attitude and opinion.
  5. **Setting the Example:**

Follow instructions

Try hard

Show initiative

Act maturely

Know the job

Keep a positive attitude

## 6. Planning:

### Seven Steps:

1. Consider the task
2. Consider the resources
3. Consider alternatives
4. Reach a decision
5. Write down the plan
6. Implement the plan
7. Evaluate/reflect

When presented with a problem, talk it through:

1. What's the problem?
2. What's our goal?
3. Stop and think
4. Make a plan
5. Do it
6. Keep at it
7. How did it go?

7. **Controlling the Group:** keep the members of the group moving in the same direction

Six basic operations:

1. Observing
2. Instructing
3. Helping
4. Inspecting
5. Reacting
6. Setting the example

## 8. Evaluating

Did the job get done?  
Was it done right?  
Was it done on time?  
Did everybody take part?  
Did they enjoy themselves?  
Do they want more?

## 9. **Sharing Leadership**

Five styles:

1. Telling/ordering: leader identifies problem, makes decisions and directs activities
2. Persuading/selling: leader makes and sells the decision
3. Consulting: group members decide unanimously or by majority and leader makes final decision
4. Delegating: leader identifies the problem, sets guidelines or rules, and turns the problem over to the group
5. Joining: leader steps down and joins the group. This is "indirect" leadership

## 10. **Counseling**

Listen carefully; keep the person talking by using "trigger words"

Make sure you understand

Summarize frequently to assure understanding

Obtain additional information, not advice

Encourage person to think of different ways to handle the problem

Do not give advice; rather, lead the person to his own solution

## 11. **Effective Teaching**

Five elements:

1. Set learning objectives
2. Experience discovery
3. Teaching/learning by hearing, seeing and doing
4. Application
5. Evaluation