

# From Boss to Leader

## Lead by Example

By walking your talk, you become the type of boss others will want to emulate. If you lead by example, your employees will model that behavior.

- Being an effective boss is all about having a positive attitude.
- Demonstrate that you both respect and appreciate each member of your team.
- If you want the best out of your employees, give them *your* best.

- Be positive, punctual, the first to volunteer, respectful, appreciative, and supportive.



## Good Boss versus Bad Boss

### Good Bosses

- Are always available
- Trust staff to work on their own
- Take charge
- Value others' time
- Respect staff
- Provide feedback
- Treat employees fairly
- Deal quickly with issues
- Foster positivity
- Help employees grow
- Cultivate a "team" attitude
- Do not hold a grudge

### Bad Bosses

- Are unreachable
- Micromanage
- Shirk responsibility
- Waste others' time
- Are disrespectful
- Do not give feedback
- Pick favorites
- Ignore toxicity
- Breed negativity
- Keep employees from growing
- Cultivate an intimidating reputation
- Take things personally

## Characteristics of Effective Feedback

Six major characteristics of effective feedback:

- In private
- Balanced
- Relevant
- Specific
- Documented
- Personal (in the right way)



## Emotional Intelligence

A successful leader displays emotional intelligence, which is defined as:

- An ability to accurately identify emotions in ourselves and others
- Understanding and managing emotions
- Using and effectively communicating emotional feelings

These bosses are self-aware and are able to manage their own emotions while under pressure or stress. It is an important skill for leaders to possess because dealing with others - employees, colleagues or customers - takes tact and diplomacy.

Emotional intelligence allows leaders to understand the points of view of others, empathize with them, and adapt their approach to each team member.

## Elements of Success

These additional tips have worked for other successful leaders, and you may want to keep them in mind as you continue your work toward becoming a good leader yourself:

- Stay true to yourself
- Make time for and listen to employees
- Focus on team strengths while acknowledging staff expertise
- Empower, motivate and coach
- Develop yourself through continuous learning
- Delegate wisely
- Be organized
- Resolve conflict
- Be efficient and effective
- Demand excellence