

Speak Softly – but carry a big  
stick!

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# Management vs. Leadership

Management is a series of job functions:

- Planning
- Organizing
- Implementing
- Delegating
- Controlling
- Measuring

# Leadership

- is not a kind of birthright nor does it come as a result of your title within the organization – it is defined by one's actions and behaviours
- It's all about inspiring and motivating others
- Creating an organizational culture that is like a fertile garden where people grow and thrive
- Exercise ample amount of common sense

# Common Sense Leadership

- Be a professional
- Enjoy what you do
- Be nice
- Always act ethically and with integrity
- Respect time
- Communicate, communicate, communicate

# Common Sense Leadership

- Customer focus
- Support one another
- Scan the horizon
- Make decisions
- Exude energy and enthusiasm

# Are you a professional?

- What does a professional look like?
- Is it a one-time thing?
- Does it come with certificates, education?
- “I enjoy what I do and I do it with excellence”

# Enjoy What You Do

- In your work what gets you into a “state of flow”?
- Attitude, gratitude and action
- It’s ok to have fun – do you and your staff have “shining eyes”?
- Don’t forget your work/life balance

# Be Nice

- Good morning and good night
- Recognition, respect and appreciation
- Don't be angry
- What will your legacy be?



# Always Act Ethically

- Doing the right thing at the right time for the right reason
- “we all know the difference between right and wrong but it takes courage to do the right thing”

# Respect Time

- Do you focus on one thing at a time or do you multi-task?
- Is multi-tasking good?
- Be wherever you are supposed to be when you are supposed to be - in mind, in body and in spirit
- Are your meetings productive?

# Communicate, Communicate, Communicate!

- Do you truly listen to others? Or do you listen with the intent to reply?
- 2 ears and 1 mouth
- Always be authentic

# Be Customer Focused

- Who are your customers?
- Do you make them feel special?
- How do you know?
- How do you build good relations with them?

# Support One Another

- What makes your team special?
- Are you their coach or commander?
- Do the members of your team all respect one another? How do you know?

# Scan The Horizon

- Keep one eye on the horizon and one on the road on which you are walking
- Begin with the end in mind - Covey
- Don't just adapt – lead the changes
- Enjoy the ride
- “who moved my cheese”?

# Make Decisions

- Does your municipality suffer from “organizational constipation”?
- Remember that you can’t please all the people all the time

# Exude Energy and Enthusiasm

- “nothing is so contagious as enthusiasm”(Samuel Taylor Coleridge)
- Would others describe you as enthusiastic?
- Are you and your staff engaged in your work?
- Are you passionate or just going through the motions?



# What is Being a Leader All About?

- It's about inspiring others
- How do you inspire your staff?  
Colleagues? Council?
- Do they inspire you?
- Are you their leader because of your title?

# Servant Leadership

- Do you serve your staff or do they serve you?
- As leaders, we should be serving others so they can grow as persons and become better at what they do – this is what leadership is all about – influence, not power

# Emotional Intelligence

- Common sense
- Street smarts
- Ability to read political and social environment
- Grasp what others need, unruffled by stress, engaging
- The kind of person others want to be around

# EI Generally Speaking is:

- Knowing yourself
- Managing your emotions
- Understanding the nature of others
- Managing relationships

# Do You Know Yourself?

- We all have emotions
- What circumstances trigger what emotions for you? I.e. What makes you happy, sad or angry?
- 3 stages – triggering event, emotional response, analysis
- Do you stifle emotions or acknowledge them and manage them?

# How Well Do You Manage Yourself?

- Learn something every day
- What are your emotional triggers?
- Take care of your mind, body and spirit
- Diet, vacation, exercise etc.
- Meditation?
- Positive thinking and associate with positive people

# How Well Do You Know Others?

- Do you sense others' feelings and respect their perspective?
- Be kinder than necessary.....
- What are the strengths and weaknesses of your staff?
- Do you know them as individuals or are they human resources?

# Managing Relationships

- Is all about communication and respect
- Team work – ask for their opinion
- Do you make them better?
- Are you the conductor of the orchestra?
- How am I doing? Can I do better?



# Key Takeaways

- The importance of good emotional intelligence – it can be learned
- Know your people intimately
- Set high standards and expectations for yourself and your staff
- Empower your staff – let them know their boundaries and then, let them go to it
- Deal with problems as and when they arise

# Any Questions?

If you have any questions or concerns at any time following this session please feel free to contact me at:

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