

Taking the Reins . . . Leaders Model the Way

One key attribute of a true leader is credibility. A leader who “walks the talk” or “models the way” is credible. There is congruency between words and actions.



I'm sure you all know those who say one thing but do something quite different; who expect certain behaviour from their employees, children, etc. but act completely opposite. How do you feel about a person like that? Do you feel any loyalty or trust or even respect for that person? Not likely. So how could someone like that lead effectively?

How do you “walk the talk”?

- ◆ Act and behave in a manner that is true to your beliefs and values. Do what you believe is the right thing to do. This will be observed by those you hope to lead, and will build their confidence in your leadership.
- ◆ All organizations have a standard of excellence. Follow these standards, and set the example through your own actions as to how these standards can be met.
- ◆ Abide by the processes and rules in place in your organization, just as everyone else is expected to do.
- ◆ Provide the service to customers, internal and external customers, that everyone else is expected to provide.
- ◆ Meet your commitments, and if you can't, let people know the problem and how you plan to resolve it *before* the committed deadline.

Your actions demonstrate your commitment to your organization and to your team. Give to your team, show them you “walk the talk”, and they will be more willing and committed to following your lead.

Spring is Here (almost)!

Can you feel it? There's a change in the air. It feels softer, smells fresher, warms the skin. Here in Saskatchewan we are *so* ready for spring. Sherry (Dimension 11's president) actually got stung by a wasp last week! That's not the sign of spring she was hoping for, but for those of us not in pain, it was almost exhilarating (don't let Sherry know I said that).

Yea . . . spring is here! Time for renewal. Is there anything in your office or work systems that could use a change? Think about it . . . there's no better time than now to do it. And just take a minute to relish this new season and all its possibilities.

A light exists in spring
Not present on the year
At any other period.
When March is scarcely here
A color stands abroad
On solitary hills
That silence cannot overtake,
But human nature feels.

-Emily Dickenson-



Employee Rewards

There are many ways to reward employees and show your appreciation for their hard work and effort. For instance, it's St. Patrick's Day this month. You could:

- ◆ bring in a shamrock cake for everyone to enjoy
- ◆ have an “Ugliest Green Sweater” contest with a goofy prize for the winner
- ◆ email silly limericks to everyone on your team throughout the day

How about organizing wacky ways to celebrate all the “special” days throughout the year, such as “Bring Your Teddy Bear to Work Day”, “National Chocolate Covered Raisin Day” and “International Spelling Day.” The point is to have some fun with your people. Laugh and lighten up the work atmosphere for a bit. Everyone will appreciate it and will be energized to get back at it when the time comes.

Quotes

“The world cares very little about what a man or woman knows; it is what a man or woman is able to do that counts.”—Booker T. Washington

“Few things can help an individual more than to place responsibility on him, and to let him know that you trust him.”—Booker T. Washington

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