



Achieving Extraordinary Results through Improved Organizational Performance™

LEADERSHIP QUALITIES & CHARACTERISTICS

***“True Leadership is never an accident; it is a learned set of skills.
Leaders are noted for demonstrating the following actions”***

- *Effective leaders are learners – they strive for ongoing improvement in themselves and coach others toward equally outstanding performance.*
- *Respect is something leaders freely GIVE (to others) in order to GET!*
- *Outstanding leaders effectively establish trust with their associates and exhibit consistent behaviors that lead to credibility.*
- *Leaders maintain a balance between control and freedom within their team; they provide a solid vision, clear goals and constructive feedback in all circumstances.*
- *True leaders empower their associates and colleagues to operate successfully by providing the necessary resources to accomplish the job.*
- *Good leaders listen, take advice, lose arguments...and follow!*
- *“Accountable communication” is a leader’s creed – they take initiative to actively listen to others’ concerns and practice creative problem solving while dealing with daily business problems.*
- *In short, genuine leaders “walk the talk” and lead by example; they are models of integrity in their behavior and interactions at all levels of the organization.*
- *Leaders regularly encourage the best in their employees while recognizing and rewarding them for good performance.*
- *Leaders keep their teams focused on both department goals and long term company goals while managing overall performance to achieve desired results.*
- *Leaders actively pursue fresh opportunities and take on new challenges while inspiring others around them to perform at higher levels.*
- *Forerunners by nature, they encourage steady and persistent input of fresh ideas while supporting positive risk, innovation and new approaches by their employees.*
- *True pioneers, today’s outstanding leaders map out a clear path, clearly articulate the destination, and work with associates to find the best way to accomplish tasks.*