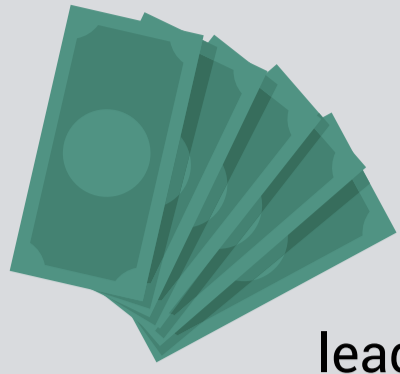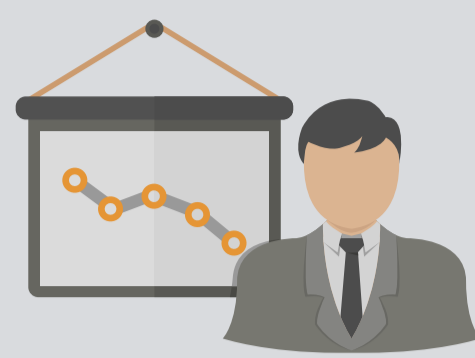# FAST TRACK CRITICAL LEADERSHIP SKILLS

Quick, simple, and effective tactics to make your IT leaders better at their jobs while driving real business value.

Despite the fact that more than **14 billion dollars** was spent last year alone in leadership development, **71%** of leaders believe their leadership programs are ineffective.

When it comes to IT, the trends are no different. Despite efforts in leadership training, **73%** of CIOs believe that less than half of their managers excel at the leadership part of their job.
(Info-Tech survey, N=47)

Better leaders drive productivity and profitability. Poorly managed workgroups average
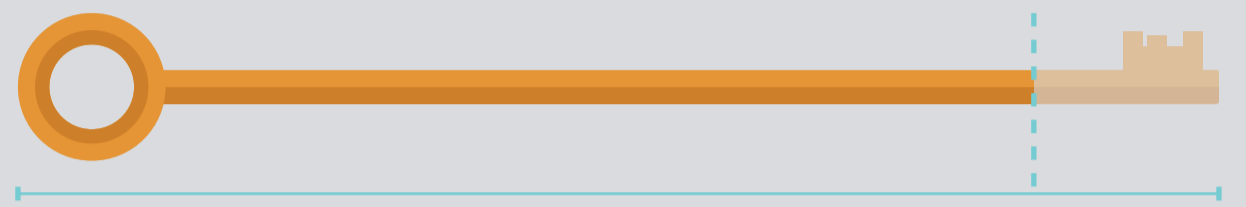
50% less productivity

&

44% less profitability

than their well-managed counterparts.
(Gallup)

Better leaders are crucial for meeting business objectives. **Over 80%** of individuals stated that development of leadership skills is the key priority in meeting business objectives (CIPD).
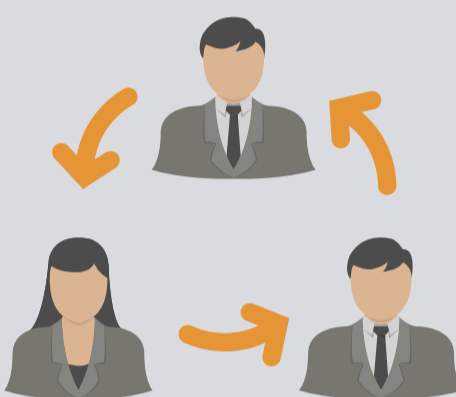
BETTER LEADERS DEVELOP BETTER STAFF.

GOOD LEADERS HAVE A CASCADING EFFECT ON THEIR STAFF.

1. **Get results from your training by holding your teams accountable** through team-based development and support.

2. **Apply training immediately and iterate as you go!** By doing so, participants are significantly more likely to use techniques and get value from the training.
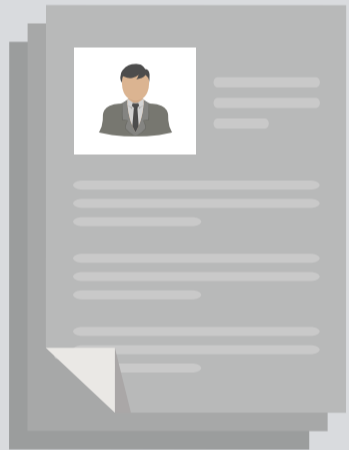
Focus on quick-wins or "low-hanging fruit" to see leadership skill improvements quickly in 6 critical areas:

> Leadership brand
> Communication
> Inspiring staff
> Meeting effectiveness
> Conflict resolution
> Strategic time management

STEPS FOR SUCCESS

1. Launch the Leadership Skills Development Project

> By using a team-based rollout approach, participants are significantly more likely to implement and experience success in their leadership development.

> The skills you select to work on should reflect not only personal goals, but also corporate goals. This will help to ensure that the program is seen as a success not just by participants, but by your leadership team.

2. Be Your Brand (on purpose)

You have a leadership brand whether you know it or not. Take charge of your identity by developing a personal brand that truly represents you, your values, and how you want to be perceived.

3. Communicate with Impact

Communication is consistently cited as one of the key engagement issues for staff, yet many managers and leaders believe that their communication is effective. Stopping to consider how effective your communication is and the information being provided is rarely seen as a top priority – however the impact is immense.

4. Inspire for Action

The ability to inspire your team is crucial to retaining employees and keeping them motivated in the long term; it's essential they understand how valuable they are to the organization.

5. Make Meetings Matter

Employees spend, on average, **37%** of their working time in meetings and yet the majority of individuals have never been provided with training on how to effectively facilitate one. Improving your meeting effectiveness will not only enable the results you want, but improve your reputation as a leader and free up your time for other tasks.

6. Resolve Conflict Constructively

> Conflict does not have to be negative. The presence of conflict in an organization can actually be a very positive thing – the ability to freely express opinions and openly debate can lead to better, more strategic decisions being made.

> Selecting the appropriate approach to managing the conflict is key to achieving a constructive resolution. There are five approaches to conflict – each is appropriate for specific situations. Using the correct approach at the correct time is fundamental to successful resolution.

7. Use Time Strategically

As a leader, you need to think of your time as an investment and build your schedule to enable priority work to be completed.

8. Evaluate and Share Success

Don't just do it and forget it! Having participants share their success will motivate them to succeed and help all participants become better leaders. Uniting the teams will build a sense of one IT organization, increase collaboration, and improve your overall team dynamics.