Focus on Leadership

Leaders are...

Coaches
- They know what the goal is.
- They inspire the team.
- They are enthusiastic, fair, honest and supportive.
- They show interest in each member of the team.
- They help team members work out differences.

Communicators
- They say, write and show what they mean.
- They listen with a positive attitude & full attention.
- They use "I" instead of "you" statements.
  "I" statements are the best way to communicate your feelings, needs and expectations without putting the listener on the defensive, the way "you" statements can. For example: "I feel angry and frustrated when you interrupt me." is a better way to communicate than "You always interrupt!"

Decision makers
- They take time to think about a problem.
- They clearly state the alternatives.
- They get input from others.
- They are willing to take risks.
- They learn from their mistakes.

Assertive
- They state their feelings, expectations and needs.