

Leadership Actions & Behaviours

✓ Effective leaders get results.

In a previous *Leadership Minute* I talked about the three areas of focus for frontline leaders, being:

1. **One on One Relationships** with each team member
2. Consistent **Role Modelling** – Leading the Way
3. Building a **Powerful Team Dynamic**

But its your *actions and behaviours* that will bring these three areas of focus to life. Nothing changes if you don't apply the appropriate actions in each of these three areas.

Actions drive results.

In each of these three focus areas you need to identify the specific actions and behaviours and apply the appropriate effort for each.

1. Building **one on one relationships** with each of your team members is critical to ensure their individual characteristics, strengths, weaknesses, capabilities and opportunities are addressed in a way personal to each.
2. Consistent **role modelling**, leading the way, has more impact than most realise. It's your actions, reactions, areas of focus, how you react under stress and pressure and in difficult situations that are noticed. Acting and behaving the way you want your people to, at all times, is essential. **Walk the talk!**
3. Building a **powerful team dynamic** is essential to maximise performance of your team. There are plenty of opportunities to bring your team together, either in person, by phone or by other hook-ups, and the benefits are significant.

Identifying the specific actions and behaviours that bring these three focus elements to life in your business will help set you up for more effective leadership.

The **Leadership Actions & Behaviours Checklist** is an introduction to frontline leadership capability – your actions and behaviours will be specific to your role and your business. Consider actions and behaviours across each of the three high-level frontline leadership focus areas as some of the "**WHAT**" effective leaders do.



Take action now:

Use the checklist on the following page to assess your frontline leadership readiness and capability.

In future *Leadership Minutes* we'll look at these actions and how you can apply them in your business to bring your leadership to life.

LEADERSHIP ACTIONS & BEHAVIOURS

CHECKLIST

Use this checklist to help you assess your frontline leadership capability.



Leader name: _____	Consistently	Sometimes	Not at all	Notes
One on One Team Member Development				
How you interact with and support individual team members				
I regularly observe my individual team members in their role				
I make these observations on-the-fly or ad-hoc (in-the-moment observations) as part of my ongoing interaction with team members				
I schedule and make observations of all my team members exclusively for coaching purposes, at least twice every month				
I immediately follow these scheduled observations with a dedicated coaching session				
My coaching sessions end with my team member setting a goal to change a specific behavior – Commitment To Action				
I check in regularly with individual team members to offer support				
I hold my team members accountable for their commitments				
Each of my team members has a current individual development plan that I discuss with them at least every quarter				

Leading the Way				
Role modelling the behaviours and actions you expect from your team				
I am aware of every action I take and how it impacts on my team				
I understand how my actions and language influence those I lead				
I choose my words carefully and understand the messages sent to others by what I say about people (including customers and team members)				
I manage my actions and reactions effectively when under pressure or in times of crisis				
I give balanced and frequent feedback				
I seek feedback and react appropriately to what I receive				
I delegate effectively				
I prioritise and arrange my time effectively				
I am punctual				
My personal appearance, body language and manner set the example I want				
I am self-aware and open to new ideas				
I set exacting standards for myself and self-reflect				
I show empathy and think about my impact on others				
I communicate my vision and expectations clearly so my team know where they are heading				
I lead by example				

Building a Powerful Team Dynamic				
Bringing your people together				
I regularly bring my team together				
I conduct weekly or fortnightly team meetings (either in person or with remote participants)				
My team members regularly have the opportunity to share best practice examples				
We openly discuss wins and challenges in our business in a group environment				
I actively support an appropriate level of social activity for and with my team				
My team members support each other				
My team members are confident and comfortable to ask for my input or assistance				

ABRIDGED VERSION