

Focus on Leadership Skills

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.



...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 when appropriate.
- They learn from their mistakes.



...Communicators

- They say, write and show what they mean.
- They listen with a positive attitude and full attention.
- They use "I" statements instead of "you" statements.



...Assertive

- They state their feelings, expectations and needs.



Making "I" 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. Here are some examples:

"You" statements:

*You always interrupt.
You're late again!*

"I" statements:

*I feel angry and frustrated when you interrupt me.
I expect you to be on time.*