

## *Unleashing human potential*

### **WHAT LEADERS DO!!**

Before you became a leader, success was all about growing yourself. When you became a leader, success is all about growing others!!

Effective leaders are those who take risks and also inspire others to do the same – within limits.

A question very often posed is the one about leadership versus management: “What is the difference?” Management work with processes – leaders work with people! “Which one is more important?” Both are important to make an organization run smoothly and without problems! They each have different functions. Leaders lead the people who manage the processes. They have moved beyond management and have already broadened their mind-set!

Management is often about controls: cost control, quality control, etc. Leading is about releasing: releasing power, empowering others to do and achieve.

Leaders deal with things like morale, motivation, influence, emotion, attitudes, atmosphere, etc. What does the above have in common? They are all intangible – we can not touch them, but we know when it’s not there!! When an organization is not making budget in the first quarter, the problem is not necessarily the money, it might be the morale of the staff, the timing of a particular launch, or even the attitude of that particular department’s leader. How do leaders learn to work with intangibles? They learn to rely on their intuition! Intuition alone may not be enough to go on, but you should never ignore your intuition!!

A further frequently asked question is whether leaders are born or made. The answer, of course, is both. Some characteristic, like IQ and your levels of energy, comes with the package whilst other skills, such as self-confidence and perseverance comes from interactions you've had in your life either in school or sport, or even at work.

Leaders think longer term and focus on the future. The 360° leader focuses on more than just the task at hand and more than just the current moment. By necessity, managers often have to live in the moment. They have to ensure that everything is running smoothly and that the organization can deliver and fulfill its commitments.

Most people evaluate events in their live according to how it would affect them personally, whilst the leader is thinking about, not only how this would impact on his /her people, but also those around him /her. Within the larger context of things, effective leaders know how they fit into their teams, how the team fits into the organization, the organization into the market and how the market relates to the economy, and even globally.

Leaders don't want things to be the same: they desire innovation and they thrive on challenges. Effective leaders also coach their staff regularly and expect results.

Leaders celebrate! What is it about celebrating that makes managers so nervous? Maybe throwing a party doesn't seem professional, or it makes managers worry that they won't look serious to the powers that be, or if things get too happy at the office, people will stop working as hard as they did before? Celebrating makes people feel like winners and creates an atmosphere of recognition and positive energy.

In summary then, Leaders:

- work with people rather than processes.
- lead the people who manage the processes
- deal with intangibles, i.e. staff morale
- learn to rely on their intuition
- think future and vision
- think of others first
- use IQ and EQ in leading others
- celebrate small achievements and measure output
- empower
- are respectful and self-confident

Our challenge today in business, is to inspire people to want to perform, encourage team members to take risks, support them in their learning, and empower them by delegating with authority.

**Do more that manage: Lead!!**

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