



## Purpose and Objectives

- Share leadership wisdom
- Talk about why leaders inspire
- Discuss how to be better leaders
- Explorer how we can encourage others to follow

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## Leadership is: (pick one):

- **Art?** You have to have the feeling for it and practice to be good
- **Acquired skill?** There are ways to learn how to be a better leader
- **Inner Skill?** Can't just turn it off and on
- **Instinct?** Listen, hear, understand people
- *Doesn't matter which you believe, or how you learn to be a leader, the point is that "Leaders are different"*

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*If your actions  
inspire others to  
dream more, learn  
more, do more and  
become more, you  
are a leader*

**John Quincy Adams**

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## Great Leaders...

- ❑ Visionary
- ❑ Inspirational
- ❑ Good communicators
- ❑ Empathetic
- ❑ Humility
- ❑ Change manager
- ❑ Sense of humor
- ❑ Ethical
- ❑ Dedicated
- ❑ Magnanimous
- ❑ Open
- ❑ Creative
- ❑ Fair
- ❑ Assertive
- ❑ Say “Thank You!”

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## Skills

- Verbal essentials
- Non-verbal essentials
- Function with a level head even when managing under pressure
- Project Management
- Do more using less time
- With fewer resources
- Prioritize effectively

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## Qualities of Our Leaders

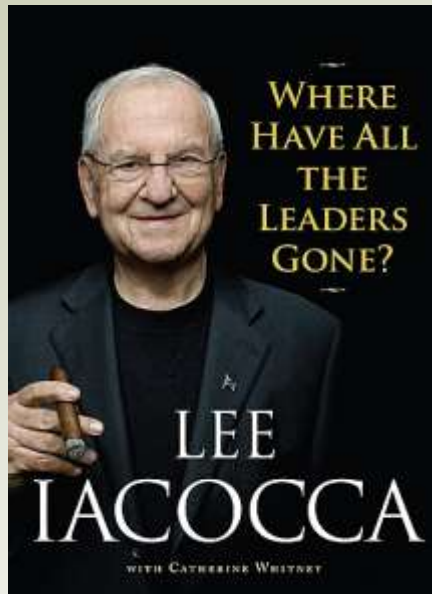
- Good (great) inter-personal skills.
- Wants to do the best job while grooming a successor to set an even higher bar
- Sets personal objectives aside and work on team's strategies
- Effective delegator
- Contingency planning
- Finds opportunities in the challenges

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## What are leaders like?

- Leaders are not necessarily good manager and good managers are not always good leaders
- Leaders lead by taking the first step
  - ❖ inspiring others to follow.
- Leaders build teams
  - ❖ even if it is only two people
- Leaders ensure meaningful recognition
  - ❖ of team contributions
- Leaders see the BIG picture
  - ❖ not lost in the details

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*Management  
is nothing  
more than  
motivating  
other people*

**Lee Iacocca**

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## Motivating

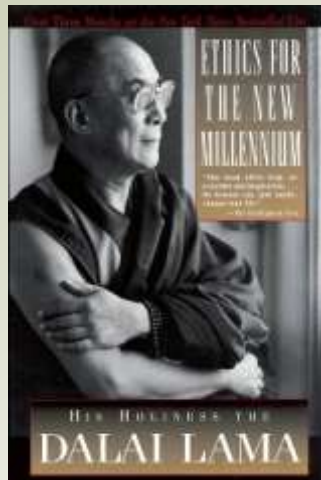
- A leader has VISION and makes sure everyone knows what it is.
  - ❖ A goal, projected benefit, the big picture, the teamwork, accomplishment, etc.
- Abraham Maslow;
  - ❖ physiological needs become self actualization
  - ❖ People want the little stuff taken care of before the fluff
- Frederick Herzberg;
  - ❖ Not the reward but the recognition!

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## Recognition Imperative

- Newsletter, newspaper,
  - ❖ "Chris did..." as opposed to "we" or "I"
- Don't "over praise"
  - ❖ "It was an accurate report." not "It was the best report ever"
- Don't be ambiguous in praise
  - ❖ "It was good, even for your work"]
- Praise the specific not the general
  - ❖ Express your personal appreciation

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*With realization of one's own potential and self-confidence in one's ability, one can build a better world*

Dalai Lama

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## That's us!

- We are all interested in keeping our organization healthy
- We are in a leadership position
  - ❖ Everyone is a new volunteer once
- People are counting on us to figure it out
- Our commitment is our success
  - ❖ Many resources available
  - ❖ Plan an achievable path forward
- Be proactive not reactive

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## Yes, Anyone Can Be a Leader

“ The label of "leader" has long been reserved for those professionals with CEO, VP or other lofty titles to their credit....

yet, while many supply management professionals have a hard time identifying themselves as leaders on this basis, they learn from their experiences and must continually work and study to improve what they have learned — just like any leader must.

- *by Dr. Sandra Tanner-Simmons and Dr. Susan Williams*

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## Herd The Team

- Leading a team is no small task - but we can do it
- One Gnu starts walking ... and the rest follow
- Big crocodiles in the river
  - ❖ more survivable if all the gnus travel together
- Crossing the river one gnu at a time
  - ❖ would not be as effective
- Focus on the crocodiles
  - ❖ the journey becomes impossible
- Focus on the end result
  - ❖ the journey is worth making

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*Leadership  
and learning  
are  
indispensable  
to each other*

**John F.  
Kennedy**

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## Spot a Mentor

- Highly organized and focused
  - ❖ Can break a project down into its respective parts and see it through to completion.
- Track record of involvement
  - ❖ Visibly involved , service-driven individuals.
- Accomplished –
  - ❖ In their chosen profession, your organization, other organizations
- Known and respected by peers and others
  - ❖ Inspire others to rise to the occasion.
- Motivated and motivational
  - ❖ Level of enthusiasm causes others to want to become involved
- Dependable
  - ❖ When they say they will do something, it's done.

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## Delegating

- Don't overwhelm
  - ❖ Assign small specific tasks until the team member is ready to become self-directed.
- Provide all of the information up front
  - ❖ Don't hold back expectations, concerns, potential problems or expected benefits. A valuable member of the team deserves to know what's going on
- Let the team member learn to make decisions
- Coordinating not directing

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## Communicating

- How do leaders do it differently?
  - ❖ By communicating all the time, in casual conversation, memo, mail, phone, expression, formal meetings, etc. every instance reinforces the task
- Can I keep in touch without being a nag?
  - ❖ Can I learn status by just talking rather than asking? can I get a "feeling" for progress rather than requesting status reports?
- Don't procrastinate
  - ❖ Get people involved early, keep them informed and excited

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## Still Communicating

- Explain why the task is important and how the person will contribute to the team
- Make sure everyone understands and buys into the team goals
- Listen to feedback, concerns, expectations
- Act before there is a crisis
  - ❖ root out and resolve concerns while they are still small
- Don't make the mistake of communicating an "I don't care attitude"
- Be concerned and interested even if it hurts

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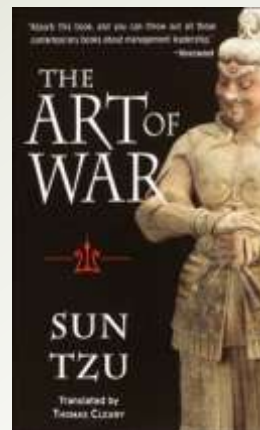
## Find a Successor

- History of regular attendance at meetings
- Takes part in discussions but doesn't overshadow others
- Exhibits a positive "can-do" attitude
- Accepts responsibility for projects
- Liked and respected by others
- Sees the big picture and is goal oriented
- Knows how to delegate effectively
- Maintains high ethics
- Highly organized
- Prepared to make unpopular decisions

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## Sun Tzu – Art of War

- *Draw your enemy to the battlefield*
- **Taking the lead is better than waiting for something to happen**
- **Proactive is better than reactive**
- Who is our enemy?
  - ❖ Routine programs
  - ❖ Arcane administration
  - ❖ BOARD meetings which end up being BORED meetings
  - ❖ Obsolete organization
  - ❖ Generation gap
  - ❖ Pitiful planning



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## What's Next?

- Our place is in front
- Our task is to
- We have heard from our mentors
- We have the
- We know where to go
- Our task; to put into practice, take the lead and inspire people to follow us.
- It's a task we've set of ourselves by volunteering, getting involved and being concerned.
- We know what needs to be done, now we need to do it

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## Commitment

- Can we set some goals for the next few hours?
- Meet volunteers from other affiliates
  - ❖ Make a commitment to share ideas and encouragement after returning to the "day job".
  - ❖ Trade business cards
- Practice being a positive motivator
- Discover at least one new benefit of membership
  - ❖ Share that personal achievement with the rest of your affiliate members in a newsletter or at your next affiliate program

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### Our goal:

- ❖ Help members understand and avail themselves of all the benefits of membership



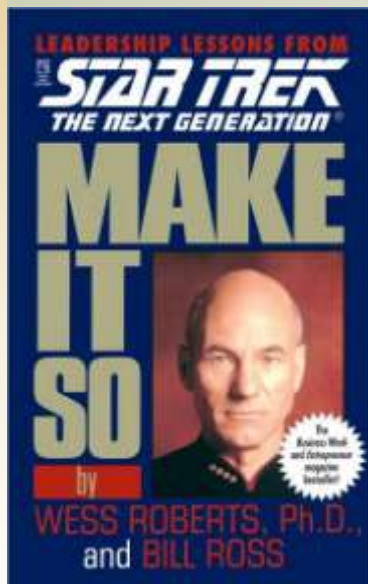
### Our challenge:

- Encourage and motivate the volunteers who enhance membership experience

### Our individual imperative:

- Be the example that inspires people to volunteer.

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Recruit a great team

Train the team

Build confidence

Let them do their job!

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## Discussion Handout

- Talking points for our time together here
  - ❖ Who do I know that is a good leader?
  - ❖ Why?
  - ❖ How would I motivate that team member?
  - ❖ Who will give me good feedback about my leadership skills?
  - ❖ Who will be my leadership mentor?

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## Exercises

- Get a group of new friends together and start a thread in the Volunteer leadership discussion forum - use it to share best practices, questions and ideas.
- Handout – talking points for our time together here

The screenshot shows the ISM/CPSM forum interface. The main content area displays a thread titled "Threads in Forum: Waste Leadership" with 473 views. The thread list includes:

| Thread / Created By                                                            | Last Post                              | Replies | Views |
|--------------------------------------------------------------------------------|----------------------------------------|---------|-------|
| Georgia State University Research Year 12001<br>Last Post: 03-30-2007 01:34 AM |                                        | 0       | 563   |
| ISM's New Web Site<br>Last Post: 04-22-2008 01:22 AM                           | 04-22-2008 01:22 AM<br>By Tanya Tappin | 1       | 506   |

The interface also features a search bar, a forum jump menu, and a sidebar with navigation links such as "About ISM", "Membership", and "Publications".

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May ~~The~~  
 Force ~~be~~  
 is ~~With~~  
 You



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## References

- **Make It So: Leadership Lessons from Star Trek, the Next Generation** by Wess Roberts, Bill Ross, Bill Ross, Bill Ross ISBN-13: 9780671520984
- **Ethics for the New Millennium** by *Dalai Lama* ISBN-13: 9781573228831
- **Yes, Anyone Can Be a Leader**  
 by *Dr. Sandra Tanner-Simmons and Dr. Susan Williams [ISM eSide , May/June 2008]*  
[www.ism.ws/pubs/eside/esidearticle.cfm?ItemNumber=18131](http://www.ism.ws/pubs/eside/esidearticle.cfm?ItemNumber=18131)

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## Find More on Leadership

- General Colin Powell on Leadership
  - ❖ [www.uscg.mil/leadership/spotlight/Powell\\_on\\_Leadership.ppt](http://www.uscg.mil/leadership/spotlight/Powell_on_Leadership.ppt)
- Toastmasters International – Positive Leadership & Teamwork
  - ❖ [www.toastmasters.org](http://www.toastmasters.org)
- Leadership Skills & Team Essentials - ISM Satellite seminar
  - ❖ [www.ism.ws/files/secure/index.cfm?FileID=11780](http://www.ism.ws/files/secure/index.cfm?FileID=11780)
- Yes Anyone Can Be a Leader – ISM eSide, May 2008
  - ❖ [www.ism.ws/pubs/eside/esidearticle.cfm?ItemNumber=18131](http://www.ism.ws/pubs/eside/esidearticle.cfm?ItemNumber=18131)
- The Portrait of an Effective Leader –  
Bradley Holcomb, NAPM InfoEdge Nov 2000
  - ❖ [www.ism.ws/pubs/InfoEdge/InfoEdgearticle.cfm?ItemNumber=11590](http://www.ism.ws/pubs/InfoEdge/InfoEdgearticle.cfm?ItemNumber=11590)
- Quotes
  - ❖ [www.worldofquotes.com/topic/Leadership/1/index.html](http://www.worldofquotes.com/topic/Leadership/1/index.html)

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