

## Meeting Notes from Tautoko Network Meeting

June 2018

### LEADERSHIP: WHAT DOES IT LOOK LIKE?

On Friday 1st June, we welcomed Ross Grigg to talk 'Leadership'. Thank you to those who were able to attend. For those who didn't, we wanted to share some of the nuggets from the session. Leadership is about inspiring, encouraging and supporting - leading 'by example'; leaders are about 'people' - facilitating a collective energy, whereas 'managing' is about 'things'. It was noted that many roles which are about 'leading' include 'Manager' in their title. Managing though is about the doing where leadership is about 'being'. Leadership has the capacity to define the experience of those who work with us - i.e., whether they want to turn up to the job with a lightness in their step or a sense of foreboding. The role is critical.

Ross's presentation included input from the writings of Stephen R Covey and he highly recommended Covey's book '7 Habits of Highly Effective People'. Covey uses the 'emotional bank account' to illustrate ways of building and inspiring those we lead or ... or to disenchant them! One of those who attended Friday's meeting recalled an article which had stated that managers have a bigger effect on workers than their doctors! While we couldn't locate that article, here's a link to an interesting blog along those lines: <https://www.stretchforgrowth.com/leadership/motivated-employees-quiet/> .

*"The basic task of leadership is to increase the standard of living and quality of life for all stakeholders." (Lester Levy)*

*"Management is doing things right; leadership is doing the right things." (Peter Drucker)*

*"Level 5 leaders understand their ego. When things go right they look out the window, when things go wrong they look in the mirror." Collins (from his book 'Good to Great')*

Delegation is a core concept of leadership; the core issue is to achieve goals and outputs through facilitating the energies of everyone on the team. Knowing your team needs to be more than 'skin deep' to bring out their skills and aspirations which is easier when we are working alongside people on a regular basis. For those who lead teams 'remotely' this can present some challenges - physically touching base when possible along with multi-channel communications (think: social media) can achieve the same end effect: knowing how to get the best out of your team.

One of the great things about these sessions is the opportunity to network and share ideas. An attendee recommended this reading following up from Ross's introduction of the 'incredible power of choice': [Choose to be Happy](#) by Wayne Froggatt.

Time precluded us viewing a TedX presentation. Here's the link for that:  
[https://www.ted.com/talks/drew\\_dudley\\_everyday\\_leadership](https://www.ted.com/talks/drew_dudley_everyday_leadership)

# Emotional Bank Account

- The most **important resource** in a company is the **relationship** between the people.
- To **build trust** in a relationship is to “**open**” a bank account in that relationship.

## Deposit

Kindness  
Courtesy  
Keeping promises  
Loyalty to the absent  
Making apologies



## Withdrawal

Rude  
Crude/blunt  
Breaking promises  
Disloyalty  
Pride, conceit, arrogance

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