

Leaders are born not made!





You're Promoted!

**HOW TO ENGAGE, SERVE,
AND INVEST IN YOUR TEAM**

**Presented by
Dr. Lisa Hammonds**

SESSION OBJECTIVES

Identify practices to assist you and the team manage the change in role

Review how to use SMART goals methodology to share team goals

Identify strategies to create a trusting and supportive team culture

START

YOUR ACTION

PLAN

The way you think about
leadership will influence
how you practice
leadership.

On a scale of 1 to 5...



How comfortable are you with delegating tasks?

How good of a listener are you?

Do you get stressed often when working under deadlines?

Do you consider yourself to be approachable?

How comfortable are you with adjusting to different personalities?

Melanie



- Preparing for a performance conversation with a former peer, Tim.
- Prior to her promotion, Melanie and Tim complained to each other about the projects
- Tim's moved on and is now complaining to another team member
- Melanie is aware and this behavior is beginning to spread to other team members



4 mins

Share and Compare:

1. What factors should Melanie consider when meeting with Tim?
2. What leadership traits will help guide this conversation? How?



How will you assess your leadership characteristics?

What is your next steps..plan?

**Talent wins games, but
teamwork and intelligence
wins championships”**

– Michael Jordan

Achieving Team Excellence

Excellent teams get the job done AND maintain a cohesive team

- ✓ Purpose, clear, elevating goal
- ✓ Results-driven structure
- ✓ Right people, competent team members
- ✓ Unified commitment
- ✓ Collaborative climate
- ✓ Standards of excellence
- ✓ External support and recognition
- ✓ Coaching

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Team goals should be...



SOURCE: The Art Of Setting Smart Goals

S.M.A.R.T GOAL EXAMPLE

Before: Improve partner communication

After: Improve partner communication by scheduling a 30 minute progress meeting once per month for the next 3 months to keep them updated.

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After: Improve partner communication by scheduling a 30 minute progress meeting once per month for the next 3 months to keep them updated.

Before: Improve internal communication

After: In the second quarter, team will receive training on how to use the Customer Relations Management (CRM) tool input critical notes and milestones about partner that will increase visibility.

Shane



- Recently promoted
- Supervisor informed him of the team goals and mission
- As a staff member, he didn't pay too much attention to team goals, was mostly concerned about his own
- He concerned that several members of his team have taken this approach



4 mins

Share and Compare:

What should Shane do?



Engaging Team Communication



What's your plan?



TAKE ACTION

**What's your plan for
review, revise,
establish, team
communication, goals,
norms?**

Your Action Plan



What are the potential obstacles?

What resources or support do you need?

Small, incremental steps are OK!



**Thinking about how to get started?
Need a bit more encouragement?**

Mark Your Calendar

November 7, 2022 at 12p (CST)



**Follow Up Q/A
Session!**

References

Johnson, Craig E. *Meeting the Ethical Challenges of Leadership*. 6th ed., SAGE Publications, 2017.

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