TIWA

THE IDEAL WORKPLACE ATMOSPHERE

LEADERSHIP IN THE WORKPLACE

Trusted leader and leadership in turbulent times

Leadership in the workplace

This module aims to:

- Understand the relationship of leadership and working environment
- Help creating positive atmosphere by addressing several leadership challenges
- Enable leaders create trustworthy and fair workplace

Trusted leader and leadership in turbulent times

In this presentation you will learn:
- How to build trust and be trusted as a leader
- What the main elements of trust are
- Why ethics is important in leadership
- How to lead in turbulent and unprecedented times

Trust as a key factor to good leadership

Trust is a leading indicator for people to evaluate you as a leader positively or negatively

Creating trust and trustworthy environment is a long-term but crucial process.

Re-establishing trust if you lose it is difficult but not impossible

Building trust at workplace

Zinger defines 3 crucial elements of trust which help to become a trusted leader:

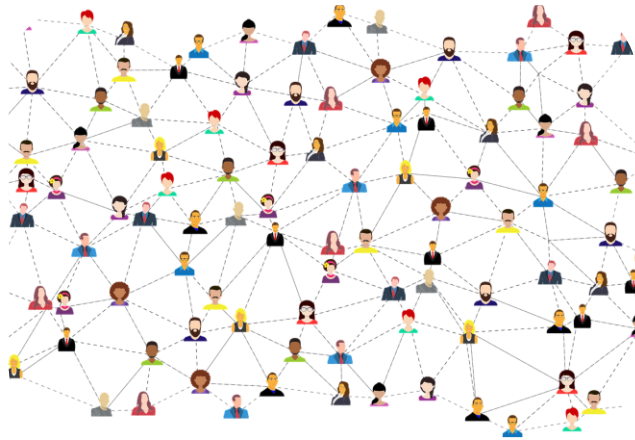| 1	2	3
Positive relationships	Good judgement and expertise	Consistency – do what you say you do

3 Elements of trust – Positive relationships

Trust is partly based on how a leader is able to create positive relationships with people and teams.

Talk about people's concerns and bear them in mind

Promote cooperation and resolve conflicts

Give honest and helpful feedback

3 Elements of trust – Good judgement and expertise

Know your area of work in depth as well as your company's issues

Anticipate problems and respond to them quickly

Show that your expertise makes important contribution to achieving results

To be trusted, a leader has to prove being knowledgeable, well-informed and have some experience. Only then people seek and trust your opinion.

3 Elements of trust – Consistency

Do what you say you do – walk the talk

Keep promises and honour commitments

Go beyond what is needed to be done

Leaders are to some extend seen as role models. To gain your employees trust, you have to set a good example and be consistent in what you do.

What is ethical leadership?

Ethical leadership is directed by respect for ethical beliefs and values and for the dignity and rights of others.

Ethical leader act according to moral principles in daily business and decision making.

Being an ethical incompetent leader can be just as bad as being a competent unethical leader.

RIGHT ➡
⬅ WRONG

Why is ethics important in leadership

Why?

- Not being ethical can cause a leader severe problems, from reputational loss and scandals to collapse of the project or even the whole company.
- Ethical leadership is directly related to performance and effectivity of employees.
- Ethical leadership makes employees less likely to leave.

How to lead ethically?

How?

- Define values – personal and organizational
- Model the right behavior – practice what you believe and do not violate your company's value statements
- Promote open communication – talk about ethical behavior with your team, organize trainings

Leadership in turbulent times

When life is unpredictable

Take a lead

There are things and events which cannot be predicted and can surprise you unprepared.

Uncertainty, doubts and disbelief cannot overpower a good leader.

In times of crisis, natural disasters or even viral pandemics, leaders are the ones who other people look up to, follow and ask for help.

During such events, leaders prove whether they are good leaders or not. So it's better to be ready!

How to lead in turbulent times

1. Repeat, repeat, repeat

Communicate frequently in a clear simple way even if you do not have new information, avoid negatives and focus on "dos" rather than "don'ts"

2. Adjust to needs change

People's needs change during crisis, focus on reassurance and mental health

How to lead in turbulent times

3. Show vulnerability

Rather than being strict and cold, be honest, transparent and show emotions, stay focused on facts and don't

2. Establish a vision

The crisis will eventually end, create a vision and connect it to a purpose, restore people's confidence

Leadership in times of crisis

The development in 2019/2020 of Covid-19 pandemic left many people in shock. For such unprecedented event, it is crucial to stay focused and show proper leadership.

Network dynamics of teams and employees change from the usual operations. Work and information is taken outside of the regular business. Correct response and adaptability are crucial.

Leadership in times of crisis

How can leaders ensure company stability and work continuation with minimum loses? The key is to stay deliberately calm and rationally optimistic.

Use *pause-assess-anticipate-aim* strategy– continuously collect information throughout the crisis, observe how your responses work and adjust them during the development

Unify teams behind a single purpose

Be decisive: visible decisiveness builds confidence in leaders and motivates teams

Leadership in times of crisis

During crisis, it is very easy to forget about yourself and your well-being. Being a "superhero" on the outside can be exhausting. To be able to help others, do not forget to care about yourself!

1. Consider your feelings – scared, stressed or unsure? It is understandable. Share your feelings with your closed ones and reflect on them.

2. Communicate and confide – Do not held everything inside you

3. Don't be afraid to admit if you need help!

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