Learning & Development - Leadership

WHY	This course is an introduction to leadership – one of the most discussed management topic of all times – aiming at clarifying what leadership is and isn't. Pre requisite: please take on the 'Team' course prior to taking this one
WHO	**Audience:** - Hospitality professionals of all levels - Anyone curious about people management **Facilitator:** - Self-learning - Managers of all levels
WHAT	**Content includes:** - Identifying the difference between Management and Leadership - Problem solving: step by step, leadership in action - Leadership according to… Simon Sinek **Content length:** - Approximately 30 minutes in this section
HOW	1st Read content and select what you believe to be useful for you/your team 2nd Decide what element you/your team will apply and make a plan 3rd Set a deadline for application to be reviewed 4th Review results, amend methods according to specific needs and apply again until satisfied
PLUS	**Internal resources:** - The course on 'Team' is a pre requisite for this course, as we believe that leading a team requires understanding the dynamic of interactions and relationships. **External resources:** - Included in this course is a video of Simon Sinek, interviewed and asked about Leadership

Management Vs Leadership

There are so many sources of information that would help defining that Leadership is that we decided to define it by opposition to management:

Management is ...	Leadership is ...
Instructing	Influencing
Solving problems	Partnering to solve problems
Directing and controlling	Teaching and engaging
Seeing people as they are	Developing people
Requesting	Empowering
Operating and Maintaining	Improving
Pushing	Pulling

Management is essential to organize the workplace, but it focuses on tasks, while the people who are completing the tasks need leadership in order for the business to perform – and themselves to feel happy.

This list is non-exhaustive:

Manager	Leader
• Scheduling work • Delegating tasks • Use analytical data to support recommendations • Ensuring predictability • Co-ordinate effort • Co-ordinate resources • Give orders and instructions • Guide progress • Evaluate progress • Check task completion • Follow systems and procedures • Monitor budgets, tasks etc • Use analytical data to forecast trends • Monitoring progress • Appeal to rational thinking • Plan and prioritise steps to task achievement	• Build teams • Provide feedback on performance • Motivating staff and inspire people • Act as interface between team and outside • Explain goals, plan and roles • Appeal to peoples' emotions • Sharing a vision and provide focus • Monitor feelings and morale • Create a 'culture' • Create a positive team feeling • Ensure effective induction • Provide development opportunities • Unleashing potential • Look 'over the horizon' • Take risks • Be a good role model

Problem Solving: Step by step, leadership in action

In a nutshell, a Leader is a guide whose main task is to provide a safe environment for teams to develop and find solutions to rising challenges. It is therefore essential that the leader know what characteristics, strength and weaknesses his teams have.

Below is a proposed problem-solving tool, based on personality types (refer to the 'Team' course to find out what 'shapes' you are):

Step 1 – 'Triangle' hat: clarify the end result we are looking for

Step 2 – 'Square' hat: list all the facts

Step 3 – 'Squiggle' hat: brainstorm as many ideas as possible

Step 4 – 'Circle' hat: review all ideas, listen to everyone and share positive feedback

Step 5 – 'Square' hat again to critically assess the feedback and consider what makes the most sense

Step 6 – 'Triangle to make a decision and identify actions

As a reminder:
- 'Triangles' tend to be direct – do not waffle with them
- 'Squares' tend to be well prepared and through – do not be flippant on important issues
- 'Circles' tend to be patient and supportive – do not push them to make quick decisions
- 'Squiggles' tend to be friendly and sociable – do not tie them down with routine

If you have a large team, including people of all 'shapes', the above is pretty straightforward. If the team is smaller, or some 'shapes' are missing, team members will need to wear the relevant hats in order to make that work.

Leadership according to… Simon Sinek

In this brilliant interview, Inspirational Speaker Simon Sinek provides us with interesting insight to what true leadership is, at least according to him.

[SIMON SINEK – WHAT GREAT LEADERS ACTUALLY DO](#)

Additional resources are provided in the **PDF Versions** section. Please contact us directly for further support with this course.