11 LEADERSHIP SKILLS

1. **Understanding the Needs and Characteristics of the Group**
   - **Leaders understand their own needs and characteristics**
   - **Leaders understand the needs and characteristics of each member of their group so they can deal with each one as an individual, treat them with respect and help each one to grow**
   - **Understanding Needs and Characteristics helps when planning your project and makes getting things done easier**
   - **Understanding Needs and Characteristics creates trust and builds confidence**
2. **Knowing and Using the Resources of the Group**
   - **Things necessary to get the job done**
   - **People who have knowledge, skills and experience along with the right attitude (desire and motivation) to help**
3. **Communicating**
   - **Getting Information**
     - **Pay attention and listen carefully**
     - **Take notes and make sketches**
     - **Ask questions and repeat back your understanding of what was said**
   - **Giving Information**
     - **Make sure others are listening before you speak**
     - **Speak slowly and clearly**
     - **Use drawings or pictures**
     - **Suggest listeners take notes**
     - **Have listeners repeat what they heard back to you to check**
     - **Encourage questions**
4. **Planning**
   - **What do you want to accomplish (task plus objectives)**
   - **What resources do you need or have (tools, equipment, people-knowledge, skills, attitude+)**
   - **What are the alternatives (brainstorm options)**
   - **Decide after considering all the options**
   - **Write down the plan**
   - **Execute the plan**
   - **Evaluate the plan after completion for learnings**

5. **Controlling Group Performance**
   - **Leaders influence group and members' performance through actions**
   - **Groups perform best when all members are headed in the same direction**
   - **Leader role is to lead in the desired direction through planning, communicating, observing, helping and controlling**

6. **Evaluating**
   - **The Job**
     - Was the job completed?
     - Was the job done right?
     - Was the job done on time?
     - Was the job done within budget?
   - **The Group**
     - Did the group get along?
     - Were conflicts handled well?
     - Did all members share equally in the work?
     - Did the group enjoy the activity?
7. **Setting the Example**
   - **Act like you expect a Leader to act**
     - Treat others with respect
     - Be on time
     - Dress the part
     - Listen
     - Involve everyone
8. **Sharing Leadership**
   - Teach the skills needed
   - Provide opportunities to utilize skills
   - Be able to say at the conclusion of the project "We did this"
9. **Counseling**
   - Understand the situation: listen carefully
   - Give encouragement and information, not advice
   - Help list options
   - Help list option advantages and disadvantages
   - Let person decide on a final solution
10. **Representing the Group**
    - With consultation before hand
    - Without consultation before hand
11. **Effective Teaching**
    - Choose the learning objective
    - Help the learner understand the need for the skill
    - Demonstrate the skill
    - Allow the learner to practice the skill
    - Evaluate the learner for skill mastery