

The Top 5 Most Valuable Leadership Characteristics

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Agenda



1. My Top 5 Leadership Characteristics
 - Identifying With A Vision
 - Generating Respect
 - Describing A Workable Approach
 - Empowering & Inspiring Action
 - Communicating Effectively
2. Your Next Steps



LEADERSHIP

- 1. IDENTIFYING WITH A VISION**
- 2. GENERATING RESPECT**
- 3. DESCRIBING A WORKABLE APPROACH**
- 4. EMPOWERING & INSPIRING ACTION**
- 5. COMMUNICATING EFFECTIVELY**

Leadership is about **THE FUTURE**

"I have a dream ..."



Leadership is about **SEEING A VISION**

“If you can dream it, you can do it.”





Future Direction In ITSM

1. What kind of ITSM organization are you trying to be?
2. What kind of culture are you working with?
 - Respect for rules vs. innovation
 - Internal focus vs. external focus
3. What is your mission and how are you going about it?
4. Do you have specific objectives and how do you know if you're achieving them?



Vision & Goals In ITSM

WHERE are we headed? WHY? WHEN? & HOW?

This means:

- Thinking about what's relevant
- Understanding the vision for the future
- Ensuring our goals are clearly understood
- Making things happen!

“It is a terrible thing to see and have no vision.”
- Helen Keller



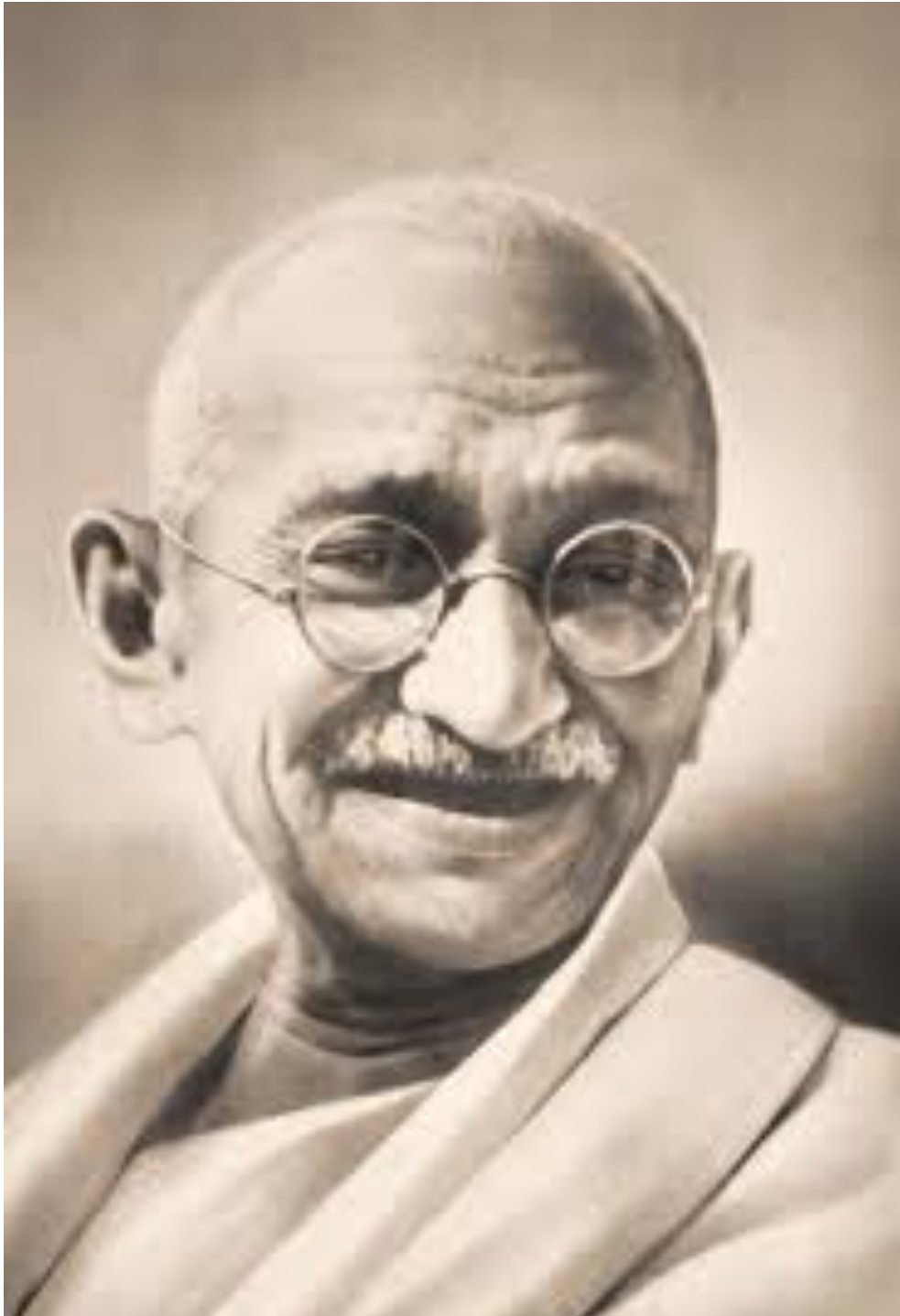
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Leadership is about
STAYING WITH YOUR VALUES

*“Here are the values I
stand for:
honesty, equality,
kindness, compassion,
treating people the way
you want to be treated
and helping those in
need.”*





Leadership is about

**DOING
WHAT'S
RIGHT**

*“Even if you are a
minority of one,
the truth is the truth.”*



Authenticity In ITSM

1. If you are authentic:
 - You will be respected
 - You will be recognized as a trusted leader
 - You will have a greater opportunity to be successful
2. Do not let process, or policies, get in the way of doing what's right.
3. Understand your corporate/department culture and work with it – not against it.



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Leadership is about **RELEVANCE**

*“However beautiful the strategy,
you should occasionally look at the results.”*



Leadership is about **SETTING GOALS**

*“We chose to go to the moon not because it is easy,
but because it is hard.”*





Relevance In ITSM

1. Seek out information about current business goals.
(Where will you get this information from?)
2. Relate ITSM activities to business goals. (Can ITSM metrics be linked to business metrics?)
3. Prioritize on the most valuable ITSM outcomes.
(Understand which activities really **NEED** to be done as opposed to what **CAN** be done.)



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Leadership is about
UNDERSTANDING POWER

*“Being powerful is like being a lady.
If you have to tell people you are, you aren’t.”*



Leadership is about **EMPOWERING**

“We want to empower our people; we want to strengthen them; we want them to build up their own country ”





Culture In ITSM

1. Do you know what we mean by “culture”?
2. What kind of culture exists in your organization?
3. How will you position your plans and messages?
4. Culture should never be the excuse for why something does not work.
5. Power comes from access to resources. You are Empowered when you’ve been given: Knowledge, Skills, Tools, Budget, Time and People.
6. You are showing Leadership when you Empower your co-workers.

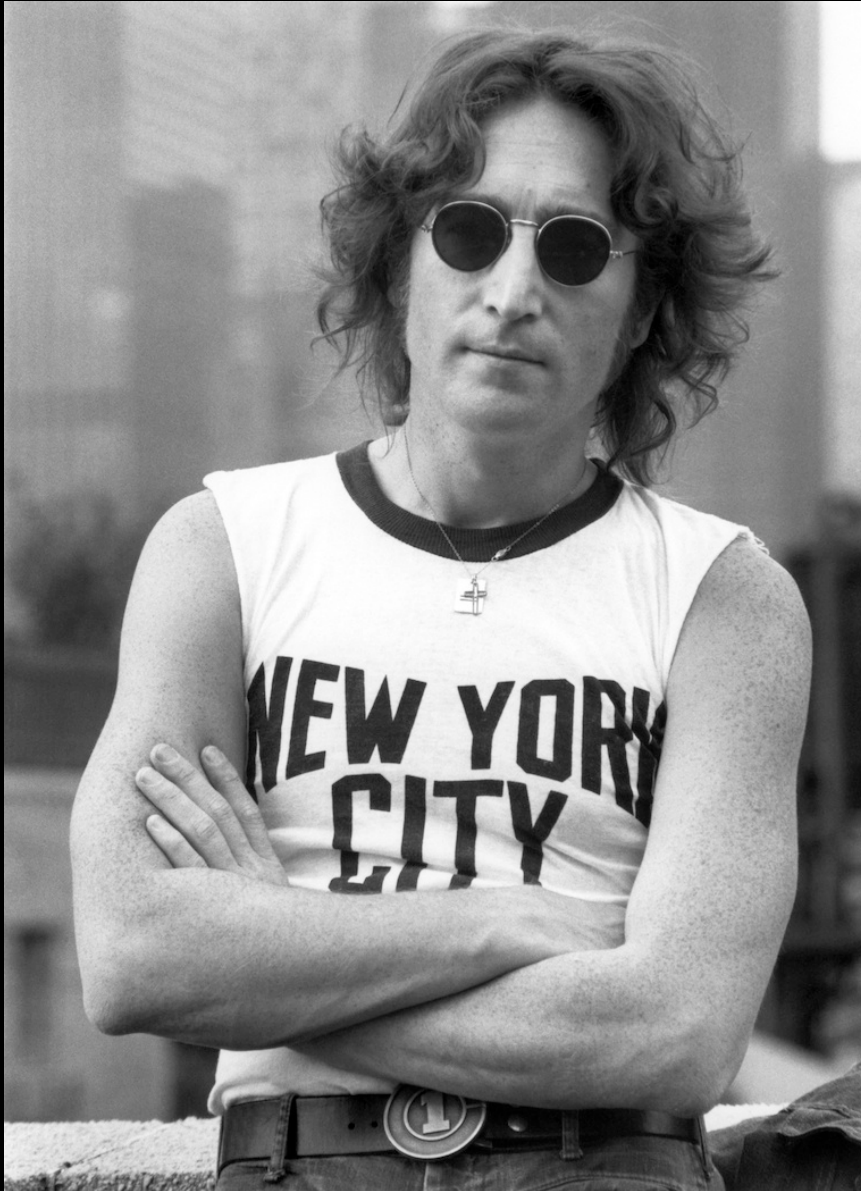
“Organization charts and fancy titles count for next to nothing.”
- Gen. Colin Powell



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Leadership is about **COMMUNICATING**



*“You may say
I’m a dreamer,
but I’m not
the only one.”*

*I hope some day
you’ll join us,
and the world
will be as one.”*



Communicating In ITSM

1. Explain the benefits of a process, activity or policy & keep re-explaining.
2. Talk with co-workers about how what we're doing supports the vision & goals.
3. If you share knowledge you will be respected as trustworthy, helpful and confident; you will be judged on what you say as well as what you do.
4. I know "speaking up" can be daunting, but ...

*"Only two things are more difficult than making a speech:
climbing a wall leaning towards you,
and kissing a girl leaning away from you."
- Winston S. Churchill*



Anyone Can Influence & Help Co-Workers

People will respect you as a leader as long as:

- You know what you're talking about and understand all the key issues
- Your advice and help is relevant and positive
- You have a reputation for honesty & integrity
- You can communicate effectively

Note: none of the above is dependent upon you being in a position of authority!



What I Want You To Do When You Return To Work

1. Understand your business - the true vision, goals and strategy of your organization.
2. Understand your team goals, culture & approach:
 - Don't be afraid to question them
 - Listen to what others say and think
3. Make decisions & encourage others to be decisive; figure out how to do it - and do it!
4. Put your Leadership strengths to good use immediately while working on your weaknesses.
 - Read, listen & learn
5. Share your new knowledge and experiences.

Questions?



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