

Be a Leader!

14 Do's and Don'ts

Picture the worst manager you ever worked for. Would you say that manager was a leader? Chances are, they didn't set out to be the worst boss ever. But leadership, just like any other skill, takes time to develop. Make sure you're cultivating leadership qualities and avoiding the habits that could leave you with a "bad boss" reputation.

DON'T

Ignore your weaknesses.

Great leadership means helping your team members be successful. And you can't do that if you aren't self-aware enough to identify and acknowledge your weaknesses—no one is excellent at everything.

Forget where you came from.

Beware of using a "me vs. them" approach. Bosses who can't relate and have no patience for mistakes often breed combative and unproductive teams.

Confuse authority with influence.

Authority is the power to make decisions whereas influence is the power to cause change. If your team only does things because they feel like they *have* to, you're no longer leading, you're babysitting.

Demand respect.

"Because I'm in charge" is rarely a good reason for anything and feeling threatened or lashing out when team members question your authority or push back on your ideas will never lead to true respect.

Jump to conclusions.

There is a time and a place for the "this behavior needs to stop immediately" conversation, but make sure you get the whole picture to be sure it's appropriate. You never know when someone is facing medical, family or other challenges.

Avoid delegation (or delegate everything).

Assigning the best tasks to yourself or a select few is asking for trouble. Likewise, keeping all the tough tasks for yourself robs staff of valuable learning or leadership opportunities.

Make work stressful.

There's a lot to be done, and managers often forget the real reason we all come to work every day. Our business is to help families, children, co-workers and teams make some of the best memories of their lives!

DO

Be a life-long learner.

It's okay—essential, in fact—to ask for others' opinions and feedback. Your team will be more likely to follow your lead if they feel like you care about their input.

Put yourself in your team's shoes.

Consider how you'd like to be coached and then do that more often. Offering your help and being enthusiastic about teaching your team new things will help you build respect and gain influence.

Build relationships.

True workplace influence is when people *want* to follow your lead. Keep your promises, give credit for team successes and take responsibility when they miss. In short, become worthy of being followed—with or without the title.

Earn respect.

Show your team you trust them by encouraging them to ask why and challenge the status quo. And don't be afraid to apologize for your own mistakes. It will not only earn you respect, but set the example for the rest of your team.

Ask questions.

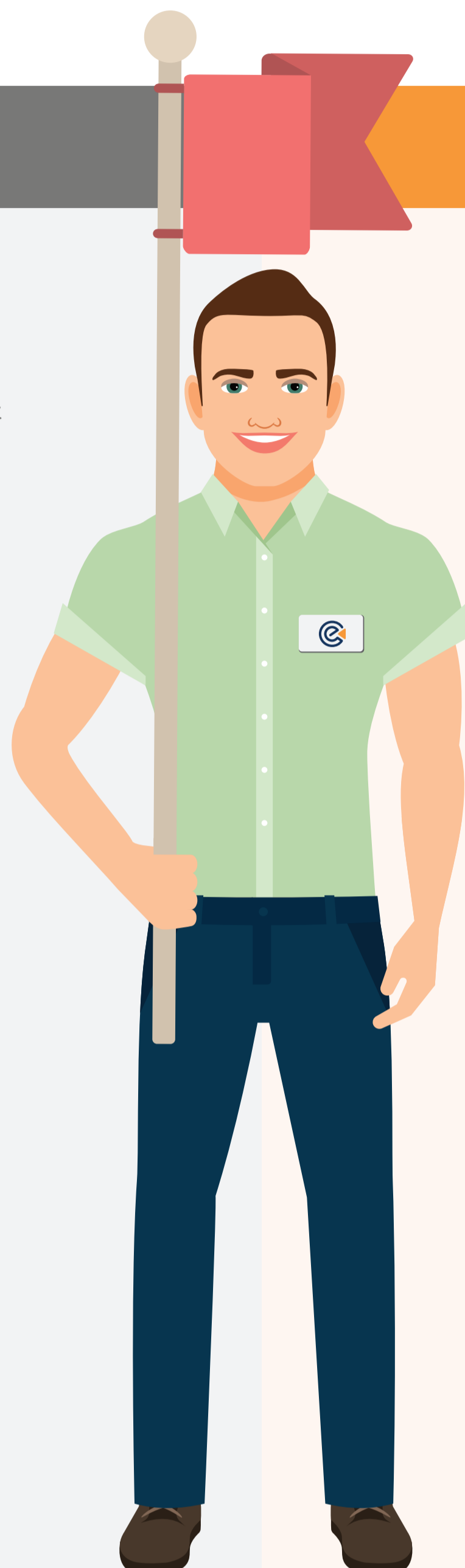
Assumptions break down trust. Establish a "fair approach" by asking questions like "how did the conversation with that guest go?" instead of "why did you do that?" to show that you're willing to listen before making any judgments.

Provide clear direction and expectations.

Your team members want to shine—it's important for their growth and for the good of the team—so delegate tasks fairly and with enough support to set them up for success.

Make work fun!

Chances are, you wanted to work in the amusement industry because it's fun! Keep tuned in to what you love about your guests, facility and your team. If you're having fun, you'll be less stressed, more productive and better prepared for any difficult situation.



Need to keep your team on track?

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