

# UPDATES

- (1) Class of Information Searching - Survey**
- (2) In-class group meeting in next class.**
- (3) Provide draft of recent work during next class, short presentation.**
- (4) See example of program proposal (in e-learning).**
- (5) Simple test (10%) – next week.**

# LEADERSHIP & TEAMWORKING





**LEADERSHIP**

# WHAT IS LEADERSHIP?



*“The art of getting people to do what they really don’t want to do and don’t feel equipped to do against a timeline they don’t believe in, with risks that scare them, to achieve an objective they believe at the beginning to be impossible.”*

— Eric Gregory



Survey:

[www.mentimeter.com](http://www.mentimeter.com)

# LEADERSHIP

**is a process whereby an individual influences a group of individuals to achieve a common goal.**

*-Northouse (2013)*

# MANAGERS VS LEADERS

## Managers

**Focus on things**

**Do things right**

**Plan**

**Organize**

**Direct**

**Control**

## Leaders

**Focus on people**

**Do the right  
things**

**Inspire**

**Influence**

**Motivate**

**Build**

# INNER HABITS AND QUALITIES OF A TRUE LEADER

**Knowledgeable**

**High Emotional intelligence**

**Professional**

**Positive mental attitude**

**Delegate**

**Self-confidence and self-reliance**

**Decisiveness**

**Challenge people to think**

# INNER HABITS AND QUALITIES OF A TRUE LEADER

**Honesty & Integrity**

**Communicate  
effectively**

**Make others feel safe  
to speak up**

**Measure & reward  
performance**

**Provide continuous feedback**

**Properly allocate and deploy  
talent**

# INNER HABITS AND QUALITIES OF A TRUE LEADER

**Inspire others : Lead by example**

**Willingness to change & consider new opportunities**

**Creativity in searching for new solutions**

**Faithfulness, mercifulness, empathy & fairness**

**Persistence & determination in challenging situations**

# LEADERSHIP STYLES

# Autocratic

**Control over all decisions.**

**Takes very little inputs from team members.**

**Use people to reach goal.**







# Democratic

Encourage group to discuss.

Ideas are exchanged freely.

Fair in giving praise and criticism

# PARTICIPATIVE LEADERSHIP

'WE WORK TOGETHER'

# Laissez-Faire



**Passive attitude**

**Offers help only when asked.**

**No pressure toward achievement.**

# Transactional

Use Reward and Punishment.

Monitor people to see that they do the expected.

Maintain status quo



# Transformational



**Visionary.**

**Challenge team to do exceptional things .**

**Capable of charting new courses for their organization**





# Charismatic

Powerful self-image/self-confidence.

Good communicator.

Inspire others.



**Situational**

# ETHICAL LEADERSHIP



# LEADERSHIP & ETHICS

Has to do with what leaders *do* and who leaders *are*

It is concerned with the nature of the leaders' *behavior* and their *virtuousness*

What *choices* leaders make and how they *respond* in a particular circumstance are *informed* and *directed* by their ethics.



**Ethics is knowing the difference between  
what you have a right to do and  
what is right to do.**

*Potter Stewart*

# LEADERSHIP ETIQUETTE

**Work for the success of the entire group, not for self.**

**Know that power is given by the members and can be taken away.**

**Everybody is important and no one should be demeaned.**





# TEAMWORK

# TEAMWORK

**The combined action of a group of people, especially when effective and efficient.**

# **SO, WHAT IS A GOOD TEAMWORK?**

**when a group of people work together cohesively, towards a common goal, creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance.**

# TIPS FOR A GOOD TEAMWORK

**Think about your team first**

**Supportive & Care for each other**

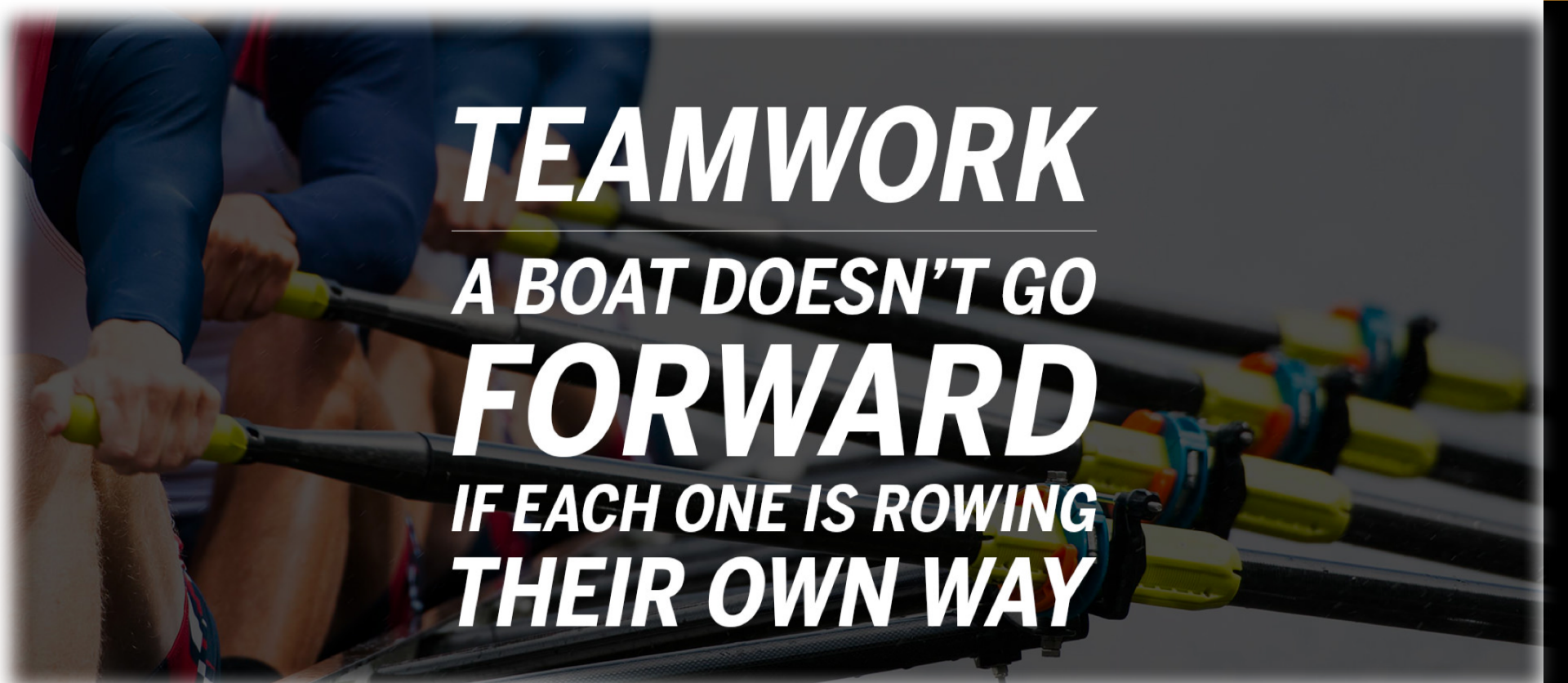
**Never underestimate your team member**

**Cooperate & Contribute**

**Not criticizing/bad-mouthing team member**

**Respectful of other team member**





***TEAMWORK***  
***A BOAT DOESN'T GO***  
***FORWARD***  
***IF EACH ONE IS ROWING***  
***THEIR OWN WAY***



**TRUE  
TEAMS  
ARE MADE  
WHEN YOU  
PUT ASIDE  
INDIVIDUAL  
WANTS FOR  
COLLECTIVE  
GOOD.**

Chiney Ogwumike,  
Stanford WBB



# WINNING TEAMS ...

**T**rust each other

**R**espect each other

**U**nderstand each other

**E**njoy each other

## WORDS TO GROW BY

1. We will treat each other with dignity and respect.
2. We will praise the accomplishments of each other.
3. We will speak kind words to each other.
4. We will be encouragers.
5. We will seek and speak the truth.
6. We will focus on what's right and not worry about who's right.
7. We will listen to learn.
8. We will smile and have a healthy sense of humor.
9. We will not gossip.
10. We will expect excellence in all thoughts, words, and actions.

When ‘i’ is  
replace by ‘we’

Even  
**‘illness’**  
Becomes  
**‘Wellness’**

# CHARACTERISTIC OF DISRUPTIVE TEAM MEMBER

**Aggressive**

**Irresponsible**

**Gossiping**

**Self-Centred**

**Negativity**

**Withdrawn**

**Dominating**

**Jealousy**

**Successful people build each other up. They motivate, inspire, and push each other.**

**Unsuccessful people just hate, blame and complain.**

A LOT OF  
PROBLEMS  
IN THE WORLD  
WOULD  
DISAPPEAR  
IF WE TALKED  
TO EACH OTHER  
INSTEAD OF  
TALK ABOUT  
EACH OTHER.

[NEDDAWEBAPPS.COM](http://NEDDAWEBAPPS.COM)

**If you cannot  
be positive,  
then at least  
be quite.**



# SUMMARY

# CONFLICT MANAGEMENT



# WHAT IS CONFLICT?

# HOW CONFLICT HAPPEN?

# CAUSES OF CONFLICT

**Differences in  
Goals/Aims**

**Poor Communication**

**Differences in Values**

**Ego**

**Differences in  
Personality/Attitudes**

**Competition/Scarce  
Resources**

**We are very good lawyer for our  
own mistakes, but very good  
judge for the mistakes of others.**

You don't have to  
disrespect and insult  
others simply to hold  
your own ground. If you  
do, that shows how  
shaky your own  
position is.

*- Red Haircrow*

# HOW TO HANDLE CONFLICT?



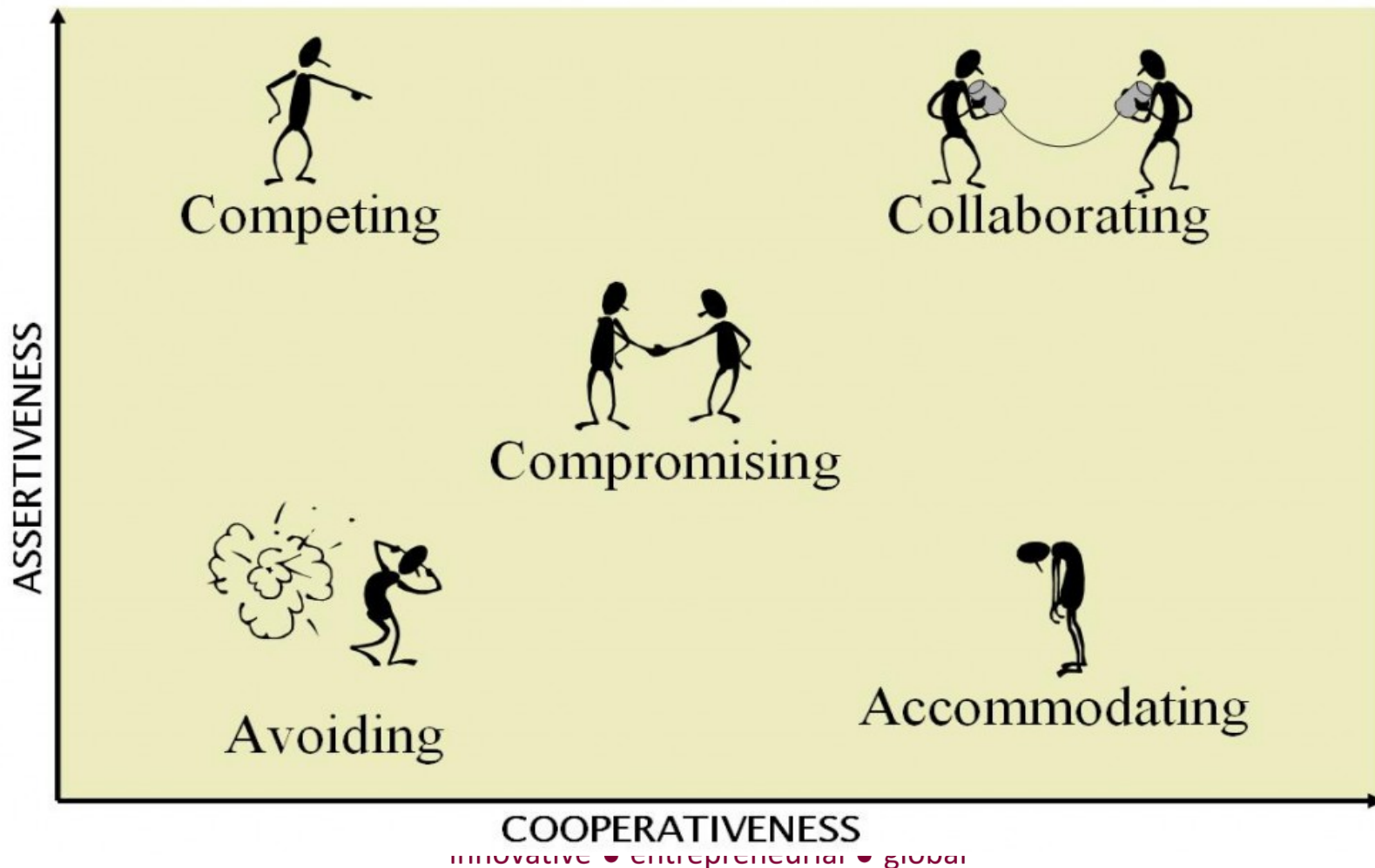


**Peace is not absence of conflict, it  
is the ability to handle conflict by  
peaceful means.**

*Ronald Reagan*

# CONFLICT MANAGEMENT STYLES

## Dealing With Conflict – Thomas/Kilmann model



# ACCOMMODATING

**People who accommodate are unassertive and very cooperative.**

**Give in during a conflict.**

**Acknowledge they made a mistake/decide it was no big deal.**

**Put relationships first, ignore issues, and try to keep peace at any price.**

**Effective when the other person or party has a better plan or solution.**

# AVOIDING

**People who avoid conflict are generally unassertive and uncooperative.**

**Avoid the conflict entirely or delay their response instead of voicing concerns.**

**Can create some space in an emotional environment.**

**Not a good long-term strategy.**

# COLLABORATING

**Collaborators are both assertive and cooperative.**

**Assert own views while also listening to other views and welcoming differences.**

**Seek a “win-win” outcome.**

**Identify underlying concerns of a conflict.**

**Create room for multiple ideas/ Requires time and effort from both parties.**

# COMPETING

**People who do not cooperate while pursuing their own concerns at another's expense.**

**Takes on a “win-lose” approach where one person wins and one person loses**

**Does not rely on cooperation with the other party to reach outcome**

**May be appropriate for emergencies when time is important**

# COMPROMISING

**Compromisers are moderately assertive and moderately cooperative.**

**Try to find fast, mutually acceptable solutions to conflicts that partially satisfy both parties.**

**Results in a “lose-lose” approach.**

**Appropriate temporary solution.**

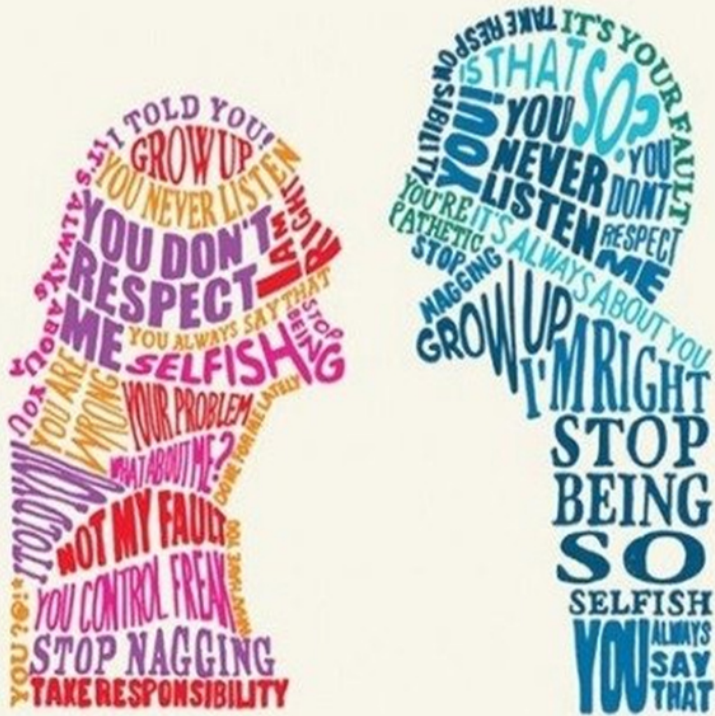
**Considered an easy way out when you need more time to collaborate to find a better solution.**

# WHICH ONE IS THE BEST?



**THERE IS NO BEST WAY TO HANDLE  
CONFLICT.**

**EACH CONFLICT IS DIFFERENT AND  
REQUIRES A DIFFERENT RESPONSE.**



**NO MATTER  
THE SITUATION,  
NEVER LET YOUR  
EMOTIONS  
OVERPOWER  
YOUR  
INTELLIGENCE.**

There are some people  
who always seem angry  
and continuously look for  
conflict. Walk away;  
the battle they are fighting  
isn't with you,  
it is with themselves.

# SUMMARY