

How to **DEVELOP** your  
**LEADERSHIP  
SKILLS**



**Benevolent and  
Protective Order of  
Elks of the U.S.A.**

# What is **LEADERSHIP** ?

**IT'S INSPIRING  
AND HELPING  
PEOPLE TO WORK  
TOWARD A GOAL.**

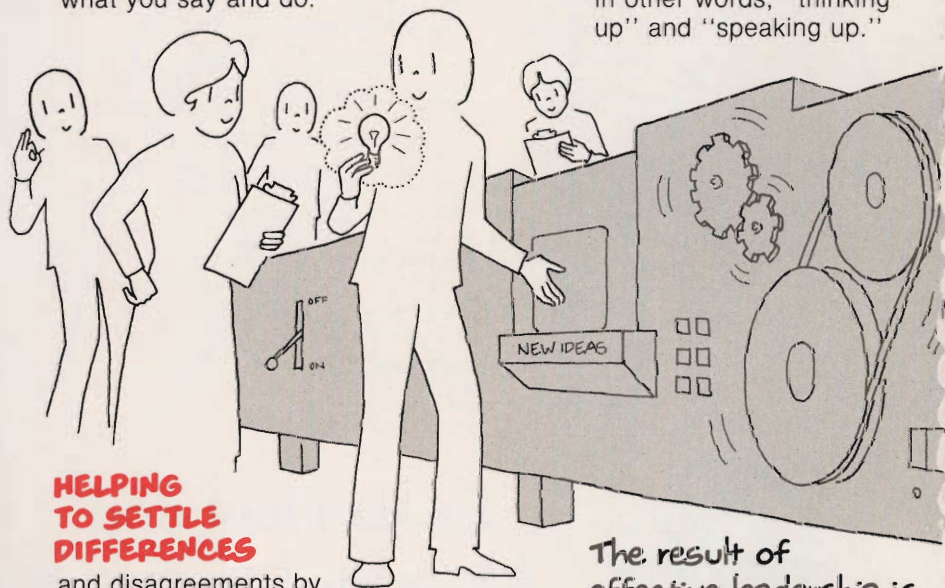
Leadership doesn't necessarily mean "taking charge" -- there are **MANY DIFFERENT WAYS TO LEAD**. For example, you can lead by:

## **SETTING AN EXAMPLE**

for others to follow, in what you say and do.

## **INTRODUCING NEW IDEAS**

that help solve problems -- in other words, "thinking up" and "speaking up."



## **HELPING TO SETTLE DIFFERENCES**

and disagreements by encouraging a spirit of cooperation.

**The result of  
effective leadership is  
people working together  
to achieve a goal.**



**WHY**  
should I  
**LEARN ABOUT**  
developing leadership  
skills  
**?**

Because -- even though everyone isn't a born leader -- everyone can develop leadership skills, and **EVERYONE CAN BENEFIT** from using them.

Whether you're appointed, elected or simply assuming an informal leadership role, leadership skills can help you:

**CONTRIBUTE**

to the achievement of group goals, by helping focus everyone's energy on the task at hand.

**GROW**

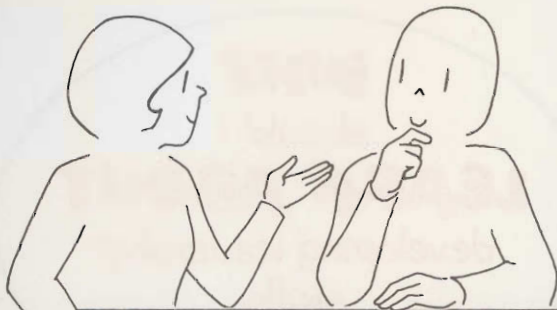
professionally, since leadership skills can be applied in any line of work.

**ENJOY**

personal growth and satisfaction, from knowing that you're making a difference in the world around you!



LEARN  
MORE... →



# EFFECTIVE ARE GOOD

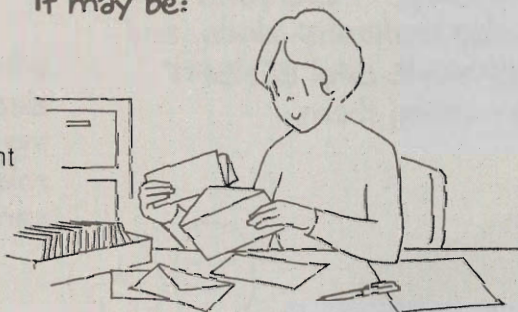
Whenever you're working  
depends on your ability

Communication is the art of  
**GETTING A MESSAGE ACROSS.**

It may be:

## WRITTEN

-- information is sent  
via letters, memos,  
reports, etc.



## SPOKEN

-- the message is trans-  
mitted by the speaker via  
phone calls, speeches  
and conversations.\*

## UNWRITTEN AND UNSPOKEN

-- people form attitudes  
and opinions based upon  
the communicator's tone  
of voice, body language,  
mannerisms, etc.



\*Sometimes a speaker (or writer) uses other communication tools, such as charts, slides and films, to help get a message across.

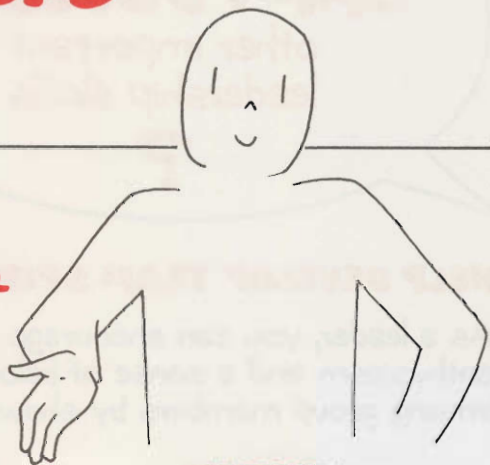
# LEADERS COMMUNICATORS

With people, success  
to communicate.

## SOME TIPS ON BECOMING A GOOD COMMUNICATOR

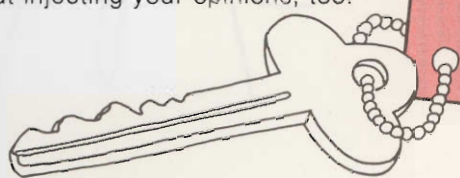
### PERSON-TO-PERSON COMMUNICATION

- **DEVELOP YOUR SPEAKING SKILLS.** Speaking, whether to an individual or to a group, is a skill that improves with practice.
- **BE "TIMELY."** Present only information that's current and relevant. Also make it a point to be on time and stick to the schedule.
- **PRACTICE GOOD LISTENING HABITS.** Be courteous and pay attention to what's being said. Take notes, and ask questions if you're confused.
- **KEEP A POSITIVE ATTITUDE.** Smile! Even if you disagree with what's being said, don't let your emotions interfere with clear thinking. Summarize without injecting your opinions, too.



### WRITTEN COMMUNICATION

- **BE BRIEF.** Stick to the subject at hand, to avoid confusing your readers.
- **BE ACCURATE.** Check all the facts before putting anything on paper.
- **KEEP IT SIMPLE.** Don't use confusing terminology or unnecessarily complicated explanations.



**COMMUNICATION IS  
THE KEY** to developing  
and using all other  
leadership skills -- because  
people can't work together  
without communicating!

# HOW CAN I DEVELOP other important leadership skills ?

You can  
start by  
becoming  
"Team-  
minded."

## HELP DEVELOP TEAM SPIRIT

As a leader, you can encourage enthusiasm and a sense of belonging among group members by showing:

### FRIENDLINESS

Others will be more willing to share ideas if you're interested in them as people, too.

### UNDERSTANDING

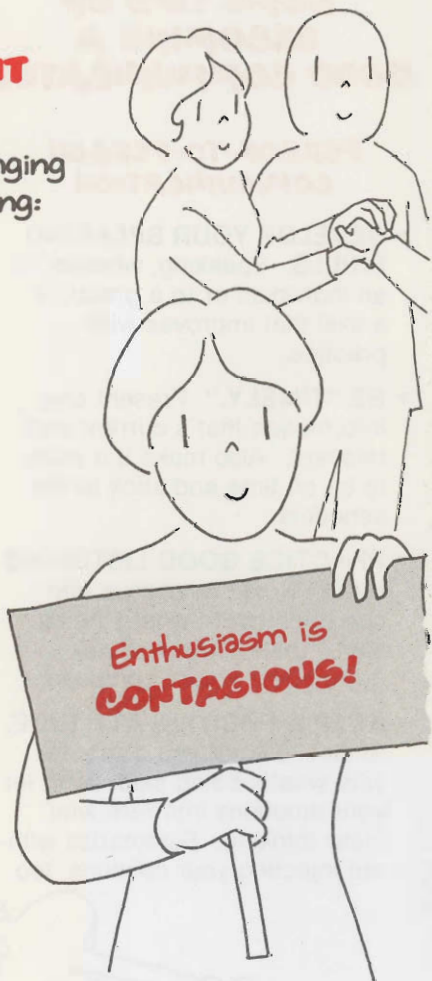
Everyone makes mistakes. Try to be constructive, tolerant and tactful when offering criticism.

### FAIRNESS

Equal treatment and equal opportunity lead to an equally good effort from all group members.

### GOOD WILL

Group members will take their tasks more seriously if you show that you're more interested in group goals than your own personal gain. Remember, volunteers should be treated accordingly.



## KEEP EVERYONE WORKING TOWARD TEAM GOALS

A team of individuals working together, sharing ideas and responsibilities, can accomplish much more than a team of individuals working alone.

### REMINDEVERYONE

of the group's purposes from time to time. It's easy to become sidetracked and lose sight of your goals.

### PROVIDE ENCOURAGEMENT

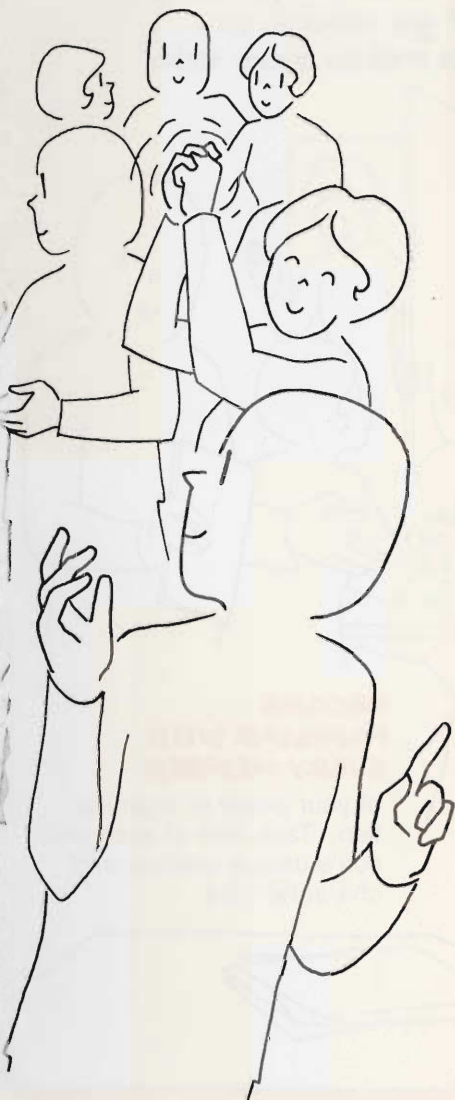
and motivation, by showing your appreciation for good ideas and extra effort.

### HARMONIZE DIFFERENCES

and disagreements between group members by stressing compromise and cooperation. Don't hesitate to make decisions, however, when necessary.

### INVOLVE EVERYONE

in discussions and decisions, even if it means asking for opinions and ideas.

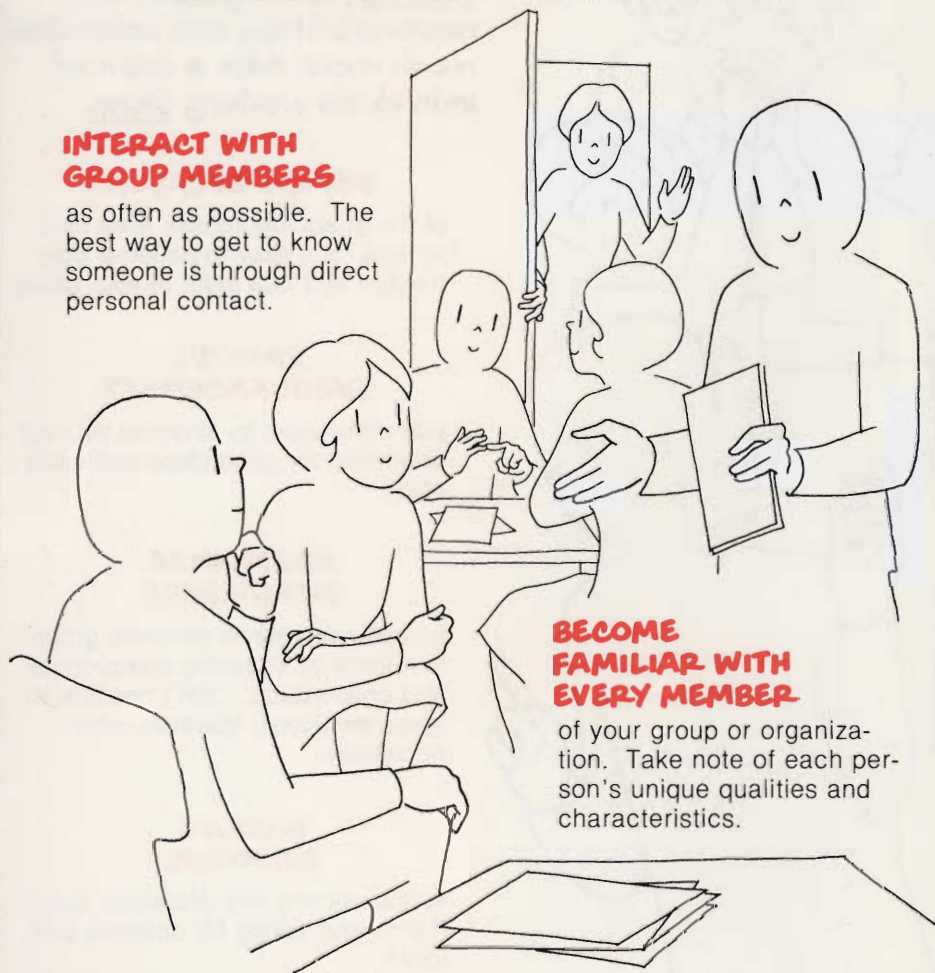


# GET TO KNOW THE PEOPLE AROUND YOU

Everyone has different abilities, wants, needs and purposes in life. To get along with other people and get results, you need to find out what makes them tick.

## INTERACT WITH GROUP MEMBERS

as often as possible. The best way to get to know someone is through direct personal contact.



## BECOME FAMILIAR WITH EVERY MEMBER

of your group or organization. Take note of each person's unique qualities and characteristics.

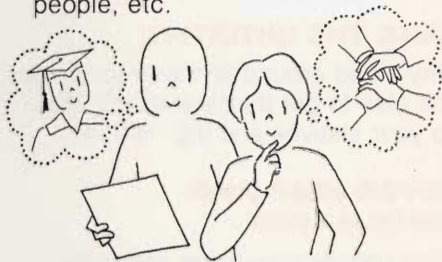


# TREAT OTHERS AS INDIVIDUALS

Put your knowledge and understanding of each group member to work!

## BE AWARE OF EXPECTATIONS

Everyone deserves individual treatment because everyone expects something different – recognition, a chance to learn, a chance to work with other people, etc.



## BE CREATIVE

A dull, repetitious routine can cause boredom and poor performance. The successful leader is often the one who is able to think of new (and better) approaches to old ways of doing things.



## PROVIDE REWARDS

There's no substitute for a pat on the back. It's a source of personal satisfaction and positive reinforcement for a job well done.



## DELEGATE RESPONSIBILITIES

Everyone should share the work to be done, so that everyone can share pride in the group's accomplishments. Everyone should know what's expected of him/her, what resources are available, what deadlines to meet, etc.



# ACCEPT RESPONSIBILITY FOR GETTING THINGS DONE

Everyone can and should excel in this aspect of leadership.

## BECOME ACTIVELY INVOLVED



You can't do it all alone, but you can help get the job done better and faster, if you:

### TAKE THE INITIATIVE

Why stand around and wait for someone else to get things started? Roll up your sleeves and dig right in!

### OFFER HELP AND INFORMATION

Your unique knowledge and skills may be just what's needed.

### SEEK HELP AND INFORMATION

Ask for advice if you need it. This will encourage group involvement and help accomplish group goals.

### MAKE THINGS HAPPEN

By being decisive, energetic and enthusiastic, you can and will help get things done!

### KNOW WHEN AND HOW TO SAY "NO"

If your time and resources are already committed, turn down extra tasks, but do it politely.



Use a  
**STEP-BY-STEP  
APPROACH TO  
PROBLEM SOLVING**



Whether you're faced with a decision to make or a conflict to resolve, following this logical approach will help.

1

**STATE THE PROBLEM** as simply and clearly as possible.



2

**GATHER** and organize all relevant information and available resources.



3

**LIST** as many ideas or solutions as you can think of.



4

**EVALUATE** each idea or solution and choose the best one.



5

**DESIGN A PLAN** for using your idea or solution. Include a timetable, assigned roles, and resources to be used.

And, don't forget to follow up on your plan by asking why your idea or solution did or didn't work.

# TAKE TO ANALYZE

## LEARN TO UNDERSTAND YOURSELF

It's the first step to understanding others. Before you can successfully interact with others, you need to answer these 2 important questions:

### WHO AM I?

Am I a leader who helps solve problems, a leader who helps people get along, a take-charge leader, a person who leads by example or a person who is able to combine these different leadership styles? How do others see me as a leader?

### WHAT AM I DOING HERE?

What are my goals, purposes and expectations in working with this particular group or organization? What are the purposes of the group, as a whole?



# TIME YOURSELF

## IDENTIFY AREAS FOR IMPROVEMENT

Taking a few minutes to answer these questions can help you determine your strengths and weaknesses:



	Yes	No
Do I try to be aware of how others think and feel? .....	<input type="checkbox"/>	<input type="checkbox"/>
Do I try to help others perform to the best of their abilities? .....	<input type="checkbox"/>	<input type="checkbox"/>
Am I willing to accept responsibility? .....	<input type="checkbox"/>	<input type="checkbox"/>
Am I willing to try new ideas and new ways of doing things? .....	<input type="checkbox"/>	<input type="checkbox"/>
Am I able to communicate with others effectively? .....	<input type="checkbox"/>	<input type="checkbox"/>
Am I a good problem solver? .....	<input type="checkbox"/>	<input type="checkbox"/>
Do I make it a point to offer or seek help whenever necessary? .....	<input type="checkbox"/>	<input type="checkbox"/>

Any "No" answers may indicate areas in which improvement is needed.

# MAKE YOUR OWN SELF-IMPROVEMENT PLAN

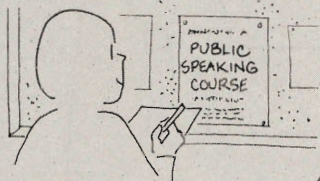
After analyzing your strengths and weaknesses, it's time to take action.

## DEVISE A STRATEGY FOR UPGRADING YOUR SKILLS

For example, you can improve your:

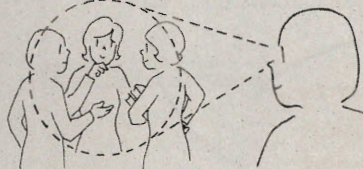
### COMMUNICATION SKILLS,

by taking a speech or writing class, observing others, and practicing new skills as often as possible.



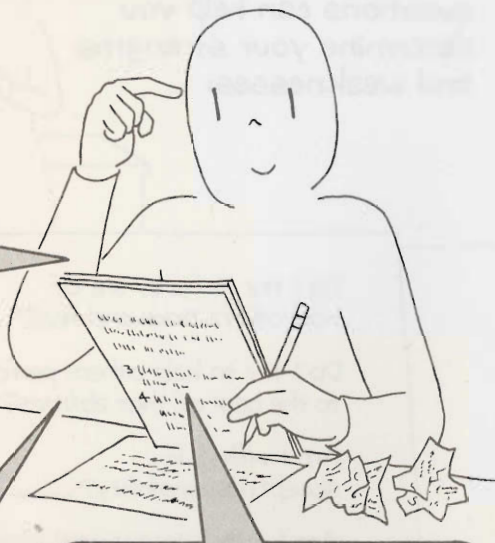
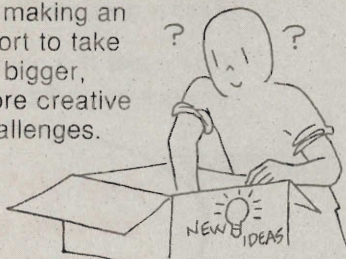
### UNDERSTANDING OF GROUPS AND INDIVIDUALS,

by getting to know the people around you.



### WILLINGNESS TO ACCEPT RESPONSIBILITY AND NEW IDEAS,

by making an effort to take on bigger, more creative challenges.



So--

Start working on  
**YOUR LEADERSHIP  
SKILLS TODAY!**

✓ **WATCH AND LEARN**  
from other effective leaders  
wherever you find them.

✓ **READ ABOUT**  
leadership techniques,  
and practice them  
whenever you can.

✓ **GET INVOLVED**  
by making your  
group's goals  
and purposes  
your own.





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