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Welcome to our Spring Edition

"Leaders think and talk about the solutions. Followers think and talk about the problems."

This edition is not about being a good leader, but rather, about being a great leader. By maximising your personal confidence and communication skills you will find your team's effectiveness on the job will improve and the company will grow. Many successful leaders have learned some great lessons and today we share them with you.

Top 10 Leadership Lessons

A common thread to being an extraordinary leader is being open to new ideas and ways of thinking as well as staying committed to growing their business, themselves and others.

1. Questions inspire change. Real change begins with the simple act of people talking about what they care about most. As a leader, you can't force change, but you can inspire change.
2. Change fosters growth. Approach change as an opportunity.
3. Dysfunction is everywhere. Don't be distracted. Seek constant improvement.
4. Adversity builds strength. Whatever difficulties you face will make you a better leader.
5. Surprise sharpens focus. When leaders are blindsided, they're forced to look at areas of their business or people in their business that need attention.
6. Fit matters. Some of the most talented leaders become extremely frustrated when they find themselves in a corporate culture that doesn't fit them.
7. Get to the point. Leaders have seen better results because they're not dancing around issues. They're moving through them with their teams even when the issues are uncomfortable to discuss.
8. Guard your time. Know what's most important. Say no more frequently. Focus your time and attention deliberately on top priorities.
9. Trust your team. Transfer ownership of some responsibilities to team members. Your team members want to grow and be trusted.
10. Find the funny. Maintain a good sense of humour and this makes work more enjoyable.

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5 Phrases Every Leader Should Overuse

"Failure is a pre-requisite of great success. If you want to succeed faster, double your rate of failure."

Use these phrases as guidelines for decision making, and you'll become much more effective as a leader.

1. **"I trust your judgment."** Let team members make decisions themselves rather than preventing them from growing.
2. **"I don't know."** When you show that it's OK not to know the answer to everything, your team will have much better communication and trust.
3. **"What did we learn from this?"** When mistakes happen give the team time to think about what the root cause of the problem was, and how to prevent it the next time. When you do this, you not only prevent future mistakes, but you also keep your team motivated to take future risks.
4. **"I'll take care of it."** Sometimes there will be times when you are the only one on the team with the know-how to deal with an issue or fix a problem.
5. **"We're all in this together."** When your company fails at something, fingers usually are pointing at you. When your team accomplishes something, remind them that they're the ones who got you to where you are. You win together, and you fail together. That's how you build a great company.

Without Confidence there is no Leadership

"Self-confidence comes naturally when your inner life and your outer life are in harmony."

There is one particular component of leadership that is so important, so necessary, that without it, leadership cannot exist. That component is confidence.

Self-confidence is the fundamental basis from which leadership grows. Trying to teach leadership without first building confidence is like building a house on a foundation of sand. It may have a nice coat of paint, but it is ultimately shaky at best. While the leadership community has focused on passion, communication, and empowerment, they've ignored this most basic element and in the process they have planted these other components of leadership in a bed of quicksand.

At the end of the day, leadership is about having the confidence to make decisions. If someone is afraid to make and commit to decisions, all of the communication and empowerment in the world won't make a difference. "Well, maybe but I'm not really sure" is not an acceptable answer from a leader as may be seen as indecisive and incompetent for the role.

Not only does confidence allow you to make the tough decisions that people expect from a strong leader but it's reassuring to your employees. It allows you to lead meetings with authority, to accept candor and open communication, and the greater they perceive your force of will, the more faith they will have in your company and its mission.

Language, Literacy and Numeracy

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