



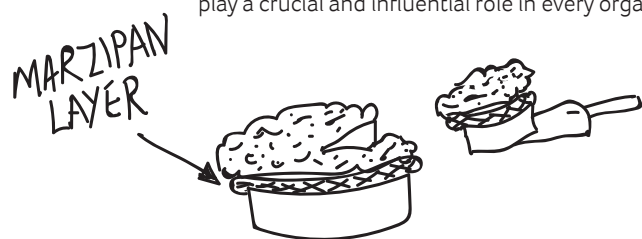
Lucy's top tips on team leadership

What's it all about?

With over 855 million topics listed on a Google search of leadership, it can be difficult to know where to start if you're looking for guidance on the topic. We've drilled it down to the most important things that great managers and leaders, at every level, do

Our philosophy on...

We like to call that layer of managers between the front line and leadership the 'marzipan layer' because, like the marzipan that sticks the cake and the icing together, they play a crucial and influential role in every organisation



Who will benefit?

Anyone from first-time managers to experienced leaders

Books that will help:

The One-Minute Manager by **Kenneth Blanchard** and **Spencer Johnson** - a succinct book that describes straightforward ways to set goals, recognise achievement and handle under performance

How to Ride a Giraffe by **John Timpson** - the chairman of the family owned business Timpson describes how their upside-down management approach has helped the company survive for so long

Crucial Accountability by **Patterson, Grenny, Maxfield, McMillan** and **Switzler** - crucial techniques for handling conversations around setting expectations and handling broken commitments while preserving relationships

Visit these websites:

cipd.co.uk - the professional body for people development

theabp.org.uk - the Association for Business Psychology provides lots of insightful articles about people in business

engageforsuccess.org - a voluntary organisation that promotes employee engagement as a better way to work

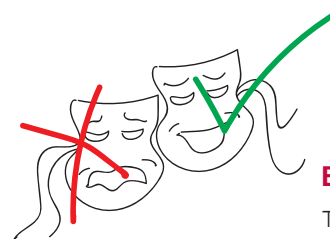


Or give us a shout:

+44 (0) 1858 461071 / hello@rambutan.biz / www.rambutan.biz and we'll happily chat to you about how you can develop your leadership skills to be the leader you need to be

Start with you

Reflect on the impact you have and what you're role modelling; don't underestimate the influence this has on the people around you. Remember that what you do and say is affected by your mindset. Be an intelligent leader, reset any mindsets that may be hindering you to something more helpful



Embrace differences

The best teams have diverse members with different approaches. Encourage everyone to understand and value each other's uniqueness and the strengths they have. Bring teams together regularly to build trust and recognise whose combined talents work well together



Be adaptable

Leadership isn't 'one size fits all'. Understand there are different approaches and be prepared to be a chameleon, switching between them, depending on people and situations. Learn how to recognise the signs that will help you understand which approach will work best. Extend this to the way you communicate and develop people

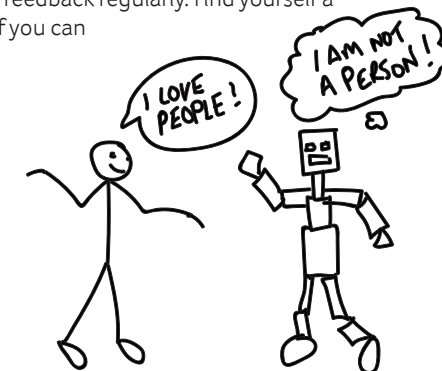
Nail your vision and share it

Know where you're heading; develop a clear and engaging strategic narrative for your team that helps them understand how what they do contributes to the organisation's vision. Revisit it regularly to check it's still the right direction and be prepared to change course if necessary, but don't forget to communicate that if it happens



Be passionate about personal development

Encourage everyone in your team to continuously improve. Look for opportunities to learn and develop yourself too. Give people the confidence and skills to be their best selves. Be prepared to give and receive feedback regularly. Find yourself a coach if you can

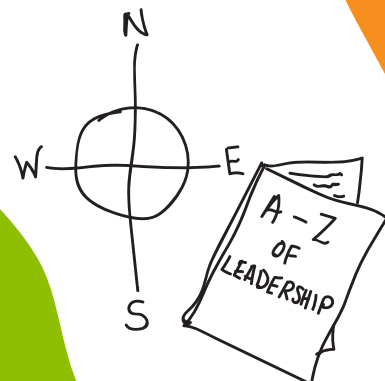


Celebrate together

Don't just save it for the big achievements. Recognise the small stuff and celebrate that too. Understand who in your team appreciates the big hurrah and who prefers some quiet thanks. Fly the flag; sharing good news and successes with others outside of the team

Rambu-tips on team leadership

before we start



be the leader you need to be

Intelligent leaders have a deep understanding of themselves and everyone in their team

inspire your team

Inspired people will do their best; remain loyal and be happy to go the extra mile

keep on learning

Communicate

Communication is a two-way process. Make sure your team feel informed (even if you can't share something, tell them why that is). Listening means you find out what people are thinking, and they feel valued; it's a win-win. Develop your skills to be able to truly listen and give others a voice. Encourage communication between your team and others



lead the team

Focus on empowerment, communication and recognition

Motivate

Find out what it is that floats people's boats, and then use that to make sure everyone enjoys their work and wants to do their best. Agree targets that are in line with individuals' aspirations and appetite for challenge, and make sure they know you value their contribution. Don't be a robot; people will be more inspired to give their best when you are being the authentic human that you are

Expect nothing less

Set unambiguous expectations for everyone in your team, being clear about the need for people to be accountable. Then let people get on with it without getting overly involved. Monitor performance and be confident and prompt in having the conversation when commitments are broken

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refreshing people