

# Peer to Leader

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Edra Waterman

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Welcome to the dark side.

# 10 Mistakes to Avoid

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- Thinking nothing has to change.
- Wanting everyone to like you.
- Buying into the hype.
- Ignoring problems or behaviors.
- Being a doormat.



# Mistakes to Avoid

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- Being reluctant to make decisions.
- Thinking you are always right.
- Hiding in your office.
- Being a jerk.
- Taking things personally.

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# 10 Actions to Take

# Know Your Stuff

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- Ask for management training. ASAP
- Reread the staff handbook.
- You are responsible for your own information seeking behavior.



# Is it the truth?

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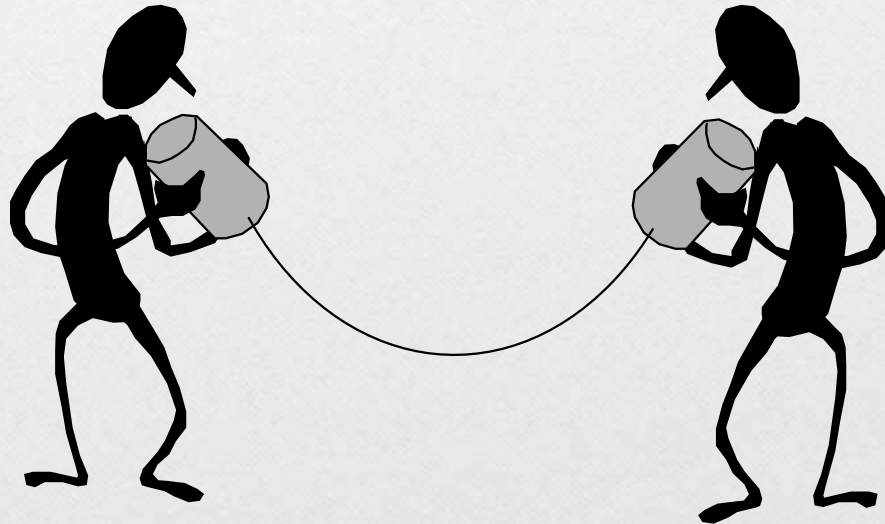


- Be honest.
- Without spilling your guts.

# Communicate

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- Provide clear expectations of outcomes, but let go of charting the course.
- Don't assume everyone knows what's in your head.





# Share the work

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- Include yourself when assigning unpleasant tasks and workdays.
- If your department is public service, you should be working evenings and weekends.
- Don't ask anyone to do something you are not willing to do.



# Sidele

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- Some things need immediate or on the spot intervention.

# Learn to FIRRR

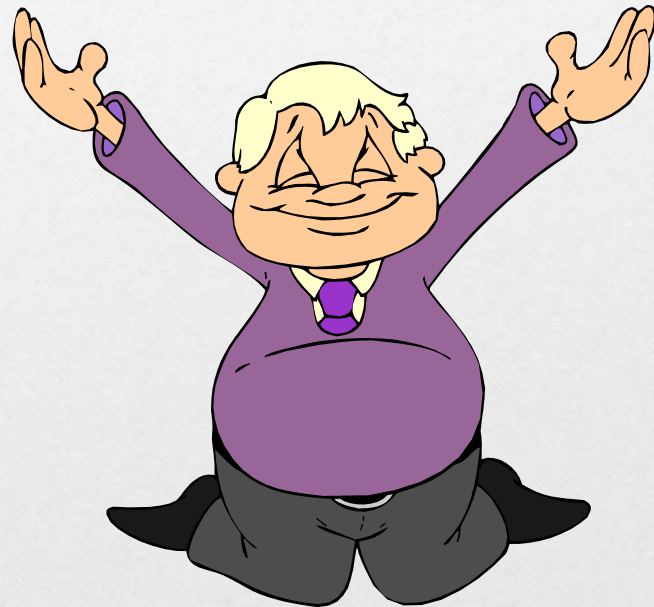
- Fact
- Impact
- Respect
- Request



# Catch 'em being good

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- Actively seek opportunities to pat people on the back
- Give credit where credit is due
- Say no to insincere praise
  - Everyone needs an attagirl once in a while, but no one wants it for filling the copier paper tray



# Admit when you are wrong

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- Go ahead. It won't kill you.

# Be the shield.

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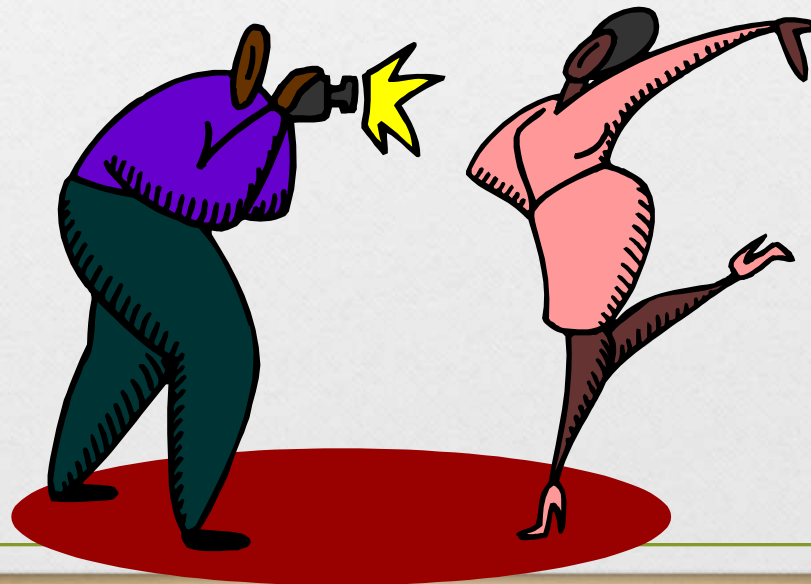


- Stand between front line staff and the slings and arrows of the public, other staff, or your own supervisors. If someone needs a target, it should be you, not them.

# Do as I do, not as I say

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- Model the behaviors you want to see. No matter how many times you tell people to do something, it won't have the same impact as seeing you do it just once.



Questions?

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