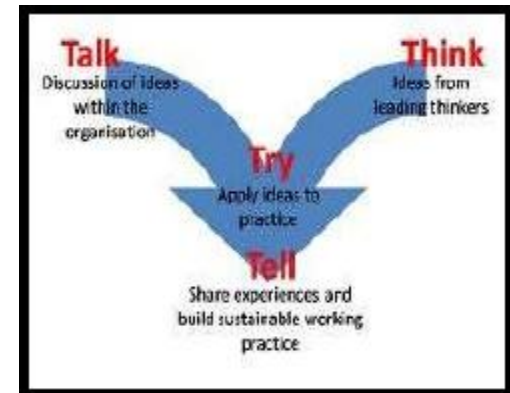




# LEADERSHIP

# Leadership Definition

A Leader is the one who heads an organization or a department or a group of people to carryout certain tasks assigned to them or accepted by them as a single entity to the satisfaction of one and all

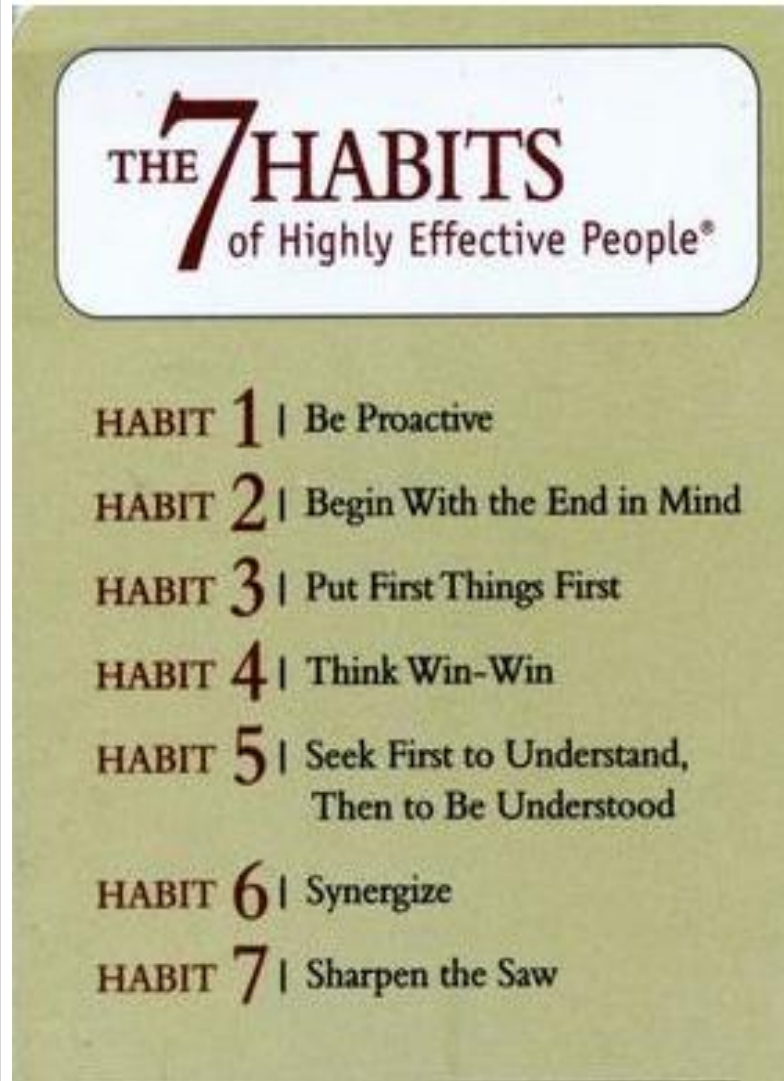




# Characteristics of Successful Leaders

1. Give attention to external and internal customers
2. Empower, not control subordinates. Provide resources, training, and work environment to help them do their jobs
3. Emphasize improvement rather than maintenance
4. Emphasize prevention
5. Encourage collaboration rather than competition
6. Train and coach, not direct and supervise
7. Learn from problems – opportunity for improvement
8. Continually try to improve communications
9. Continually demonstrate commitment to quality
10. Choose suppliers on the basis of quality, not price
11. Establish organisational systems that supports quality efforts
12. Encourage, Recognize and Appreciate.

# Leadership Concepts( 7 Habits)



- Be Proactive
- Begin with the end in mind
- Put first things first
- Think Win-Win
- Seek first to understand, then to be understood
- Synergy
- Sharpen the saw (Renewal)

# Seven Habits of highly effective people

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1. They take initiative. ("Be Proactive")
2. They focus on goals. ("Begin with the End in Mind")
3. They set priorities. ("Put First Things First")
4. They only win when others win. ("Think Win/Win")
5. They communicate. ("Seek First to Understand, Then to Be Understood")
6. They cooperate. ("Synergize")
7. They reflect on and repair their deficiencies. ("Sharpen the Saw")



# Habit 1:-Be Proactive (“You are the Creator & In charge)

Reactive	Proactive
There is nothing I can do	Let's Look at our alternatives
She makes me so mad	I control my feelings
I have to do that.	I will choose proper response
I can't	I choose
I must	I prefer
Things are getting worse	What initiative can we use ?

# Habit-2 Begin with the end in mind

- Mental creation & Physical creation=Leadership & Management
- Based on Personal philosophy
  - Honesty
  - Positive Attitude
  - Remember the people
  - Do not fear mistakes
  - Encourage Subordinates
  - Read Books for leadership Developments

# Habits-3 Put first Things First

## (Self Management)

- **Management of Time**

	Urgent	Not Urgent
Important	<ul style="list-style-type: none"><li>• Crises</li><li>• Pressing problems</li><li>• Deadline-driven projects, meetings, reports</li></ul> <b>I</b>	<ul style="list-style-type: none"><li>• Preparation</li><li>• Prevention</li><li>• Planning</li><li>• Relationship building</li><li>• Re-creation</li><li>• Values clarification</li></ul> <b>II</b>
Not Important	<ul style="list-style-type: none"><li>• Needless interruptions</li><li>• Unnecessary reports</li><li>• Unimportant meetings, phone calls, mail, e-mail</li><li>• Other people's minor issues</li></ul> <b>III</b>	<ul style="list-style-type: none"><li>• Trivia, busywork</li><li>• Irrelevant phone calls, mail, e-mail</li><li>• Time wasters</li><li>• Excessive TV, Internet, relaxation</li></ul> <b>IV</b>



# **Habit-4 Think Win Win**

**(Benefit all Human Interactions)**

**Four step process**

- + See the Problem From Others View.**
- + Identify Key Issues.**
- + Determine & Analyze Results.**
- + Seek New Options To Achieve Results.**

# Habit-5 Seek First to understand, then to be Understood

- **Empathic Listening to what others SAY**
- **Understand Person's Emotions & Intellectual ,Credit or Character.**

## **Habit-6 Synergy (Whole >Parts)**

- **Team Achieves More Than Individual Efforts**
- **Habits 5 Integrates towards Habits 6**
- **Coordination & Understanding Reaches Better Solutions.**

# **Habit-7 Sharpen the Saw** **(Renewal)**

## **Four Dimensions personal Nature**

- **Physical –Good nutrition, Rest & Relaxation**
- **Spiritual- Prayer, Meditation & Spiritual Reading**
- **Mental – Reading, seminars, & Writings**
- **Social/Emotional –Our Relationship with others.**

SUBJECT	MANAGER	LEADER
Make up of role	Stability	Change
Decision making	Makes	Facilitates
Approach	Plans detail around constraints	Sets and leads direction
Vision	Short-term: today	Long-term: Horizon
Control	Formal Influence	Personal charm
Appeals to	The head	The heart
Culture	Endorses	Shapes
Action	Reactive	Proactive
Risk	Minimises	Takes
Rules	Makes	Breaks
Direction	Existing direction / keeps the status quo	New direction / challenges the norm
Values	Results	Achievement
Concern	Doing the thing right	Doing the right thing
Focus	Managing work	Leading people
Human Resource	Subordinates	Followers

# Deming's Philosophy

## (14 Principles)

1	Create constancy of purpose	8	Drive out fear
2	Adopt the new philosophy	9	Eliminate boundaries
3	Cease inspection, require evidence	10	Eliminate the use of slogans
4	Improve the quality of supplies	11	Eliminate numerical standards
5	Continuously improve production	12	Let people be proud of their work
6	Train and educate all employees	13	Encourage self-improvement
7	Supervisors must help people	14	Commit to ever-improving quality



# Role of TQM Leaders

- All are responsible for quality improvement especially the senior management & CEO's
- Ensure that the team's decision is in harmony with the quality statements of the organization
- Senior TQM leaders must read TQM literature and attend conferences to be aware of TQM tools and methods
- Senior managers must take part in award and recognition ceremonies for celebrating the quality successes of the organization
- Coaching others and teaching in TQM seminars
- Senior managers must liaise with internal, external and suppliers through visits, focus groups, surveys
- They must live and communicate TQM.

# Strategic Planning

Strategic business planning is similar to strategic quality planning.

7 steps to strategic planning

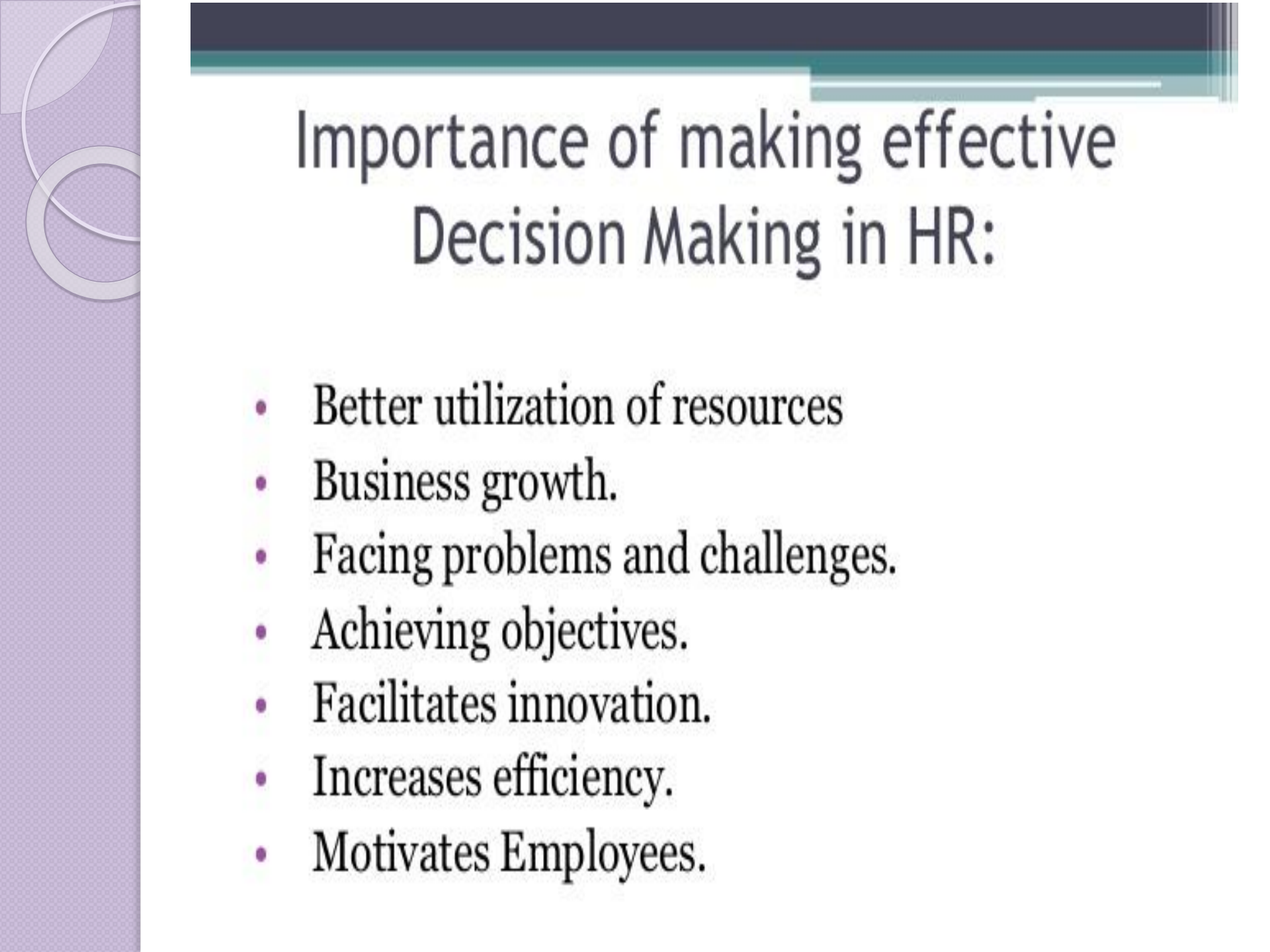
1. Customer needs
2. Customer positioning
3. Predict the future
4. Gap analysis
5. Closing the gap
6. Alignment
7. Implementation

# Core Values Concepts and Framework

The Criteria are built on the following set of interrelated Core Values and Concepts:

- Visionary leadership
- Customer-driven excellence
- Organizational and personal learning
- Valuing workforce members and partners
- Agility
- Focus on the future
- Managing for innovation
- Management by fact
- Societal responsibility
- Focus on results and creating value
- Systems perspective





# Importance of making effective Decision Making in HR:

- Better utilization of resources
- Business growth.
- Facing problems and challenges.
- Achieving objectives.
- Facilitates innovation.
- Increases efficiency.
- Motivates Employees.