

# Positive Leadership

Manager Forum 2020



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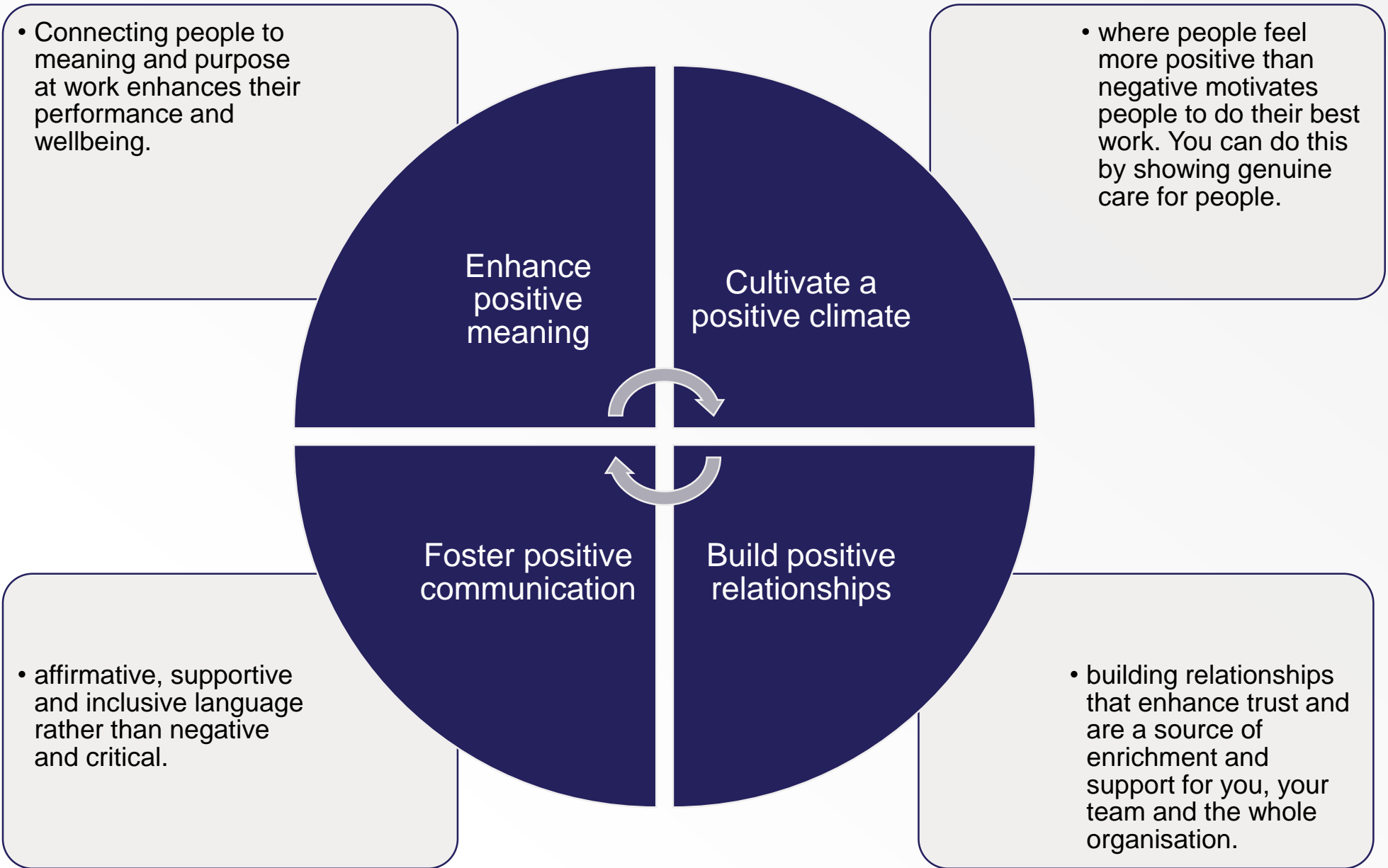
- Discuss what positive leadership is and isn't
- Moving beyond problem solving and maintaining performance
- Use positive psychology and emotional intelligence principles to build a thriving and higher performing team environment.
- Provide practical habits leaders can adopt in their day to day leadership



# What is positive leadership?

- Shifting our focus from fixing problems, maintaining the status quo or helping people be good
- Shifting our focus toward positive deviance – the heliotropic effect
  - Health terms: from fix illness to gain health to promote vitality
  - Leadership terms: from fix errors to be reliable to aim for perfection
  - Leadership terms: from threat-rigidity to coping to thriving
- Driving our capability for:
  - Inspiring Direction in Others
  - Raising the bar in our thinking





# Cultivating a Positive Climate

Leaders set the tone for their organisation or team.

The Hay Group has shown that up to 70% of the climate in a team is determined by the leader.

## What does this mean for us as leaders?

- Awareness of our emotional impact – self awareness
- Displaying a positive and energetic outlook

## Habits

- Express gratitude to multiple employees each day?
- Demonstrate forgiveness for mistakes and errors?



# Build Positive Relationships

What people often value most at work are relationships.

Good relationships boost our mood and serve as a buffer when times are tough.

## What does this mean for us as leaders?

- A conscious effort to create positive connections in every interaction
- Avoid making assumptions about people; stay curious and open with each individual
- Create psychological safety

## Habits

- Provide more feedback to individuals on their strengths than on their weaknesses?
- Recognise and encourage other positive energisers in your team?



# Positive Communication

Positive communication occurs when affirmative and supportive language is the norm, instead of negative and critical.

## What does this mean for us as leaders?

- Monitor comments in your team
- Expressing appreciation, support, helpfulness, approval, compliments
- Focusing on the event rather than the person
- Focusing on moving toward solutions in every conversation (reframe)

## Habits

- Communicate a ratio of approximately four positive messages for every one negative message to those with whom you interact?
- Provide negative feedback in supportive ways so the relationship is strengthened?
- Helpful language: where have we seen this work?, who could advise us?, what went well today?



# Enhancing Positive Meaning

If you want people to go the extra mile, and take pride in what they do, you need to provide meaningful work.

## **What does this mean for us as leaders?**

- Clearly articulating the our purpose, principles and values
- How their work is contributing (Simon Sinek – Why?)

## **Habits**

- Celebrating successes and linking it to our purpose





# That's great Linda, but what impact can I have by applying these strategies?

Corporate Leadership Council conducted a study of almost 20,000 people across multiple organisations, industries and countries, they found that when people were encouraged performance rose a massive 36%. When they focused on their weaknesses and fixing the problem or coping, performance dropped by 27%.



# What daily habits do you need to focus on to improve your positive leadership capability?

- Express gratitude to employees
- Demonstrate forgiveness for mistakes and errors
- Create a daily 'ta-da' list
- Provide feedback on strengths
- Recognise the positive energisers in your team
- Practice the communication ratio – 4:1
- Focusing on the event more and the solution
- Practice more helpful language/ reframing
- Celebrate successes
- Others?

