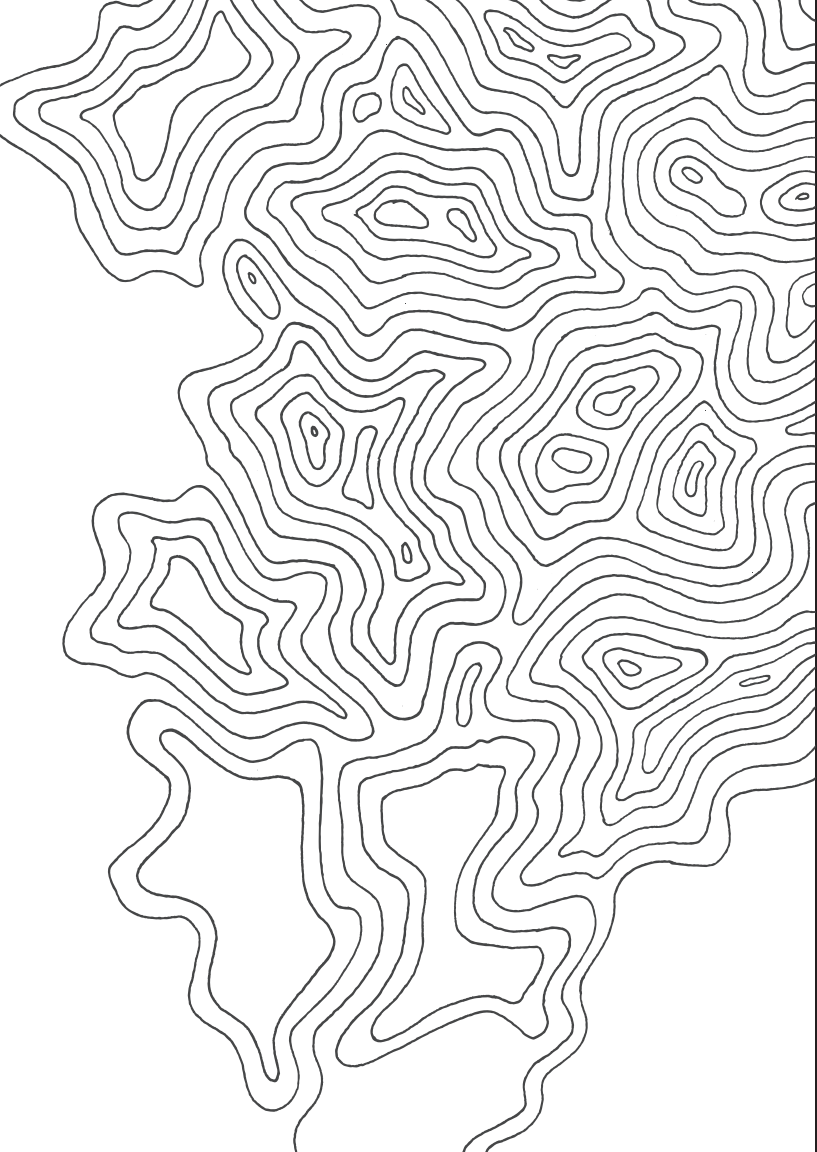


POCKET GUIDE FOR LEADING

*Tiny Tips, Tactics and
Techniques for Leading Well*

MIKE FOSTER





*FOR ALL OF US
IMPERFECT LEADERS
WANTING TO
IMPACT OTHERS*



YOU ARE A LEADER!



I believe every single person is a leader. We all will find ourselves in life situations where we are asked to solve a problem, give good counsel or positively influence a situation.

Now, you may not have a business card or some fancy title. But don't fool yourself, you are the leader of something. Maybe you lead your family. Or a group of friends. Maybe you're an entrepreneur or a youth basketball coach. Leaders come in all sizes and shapes and packages.

So what exactly is a leader? My basic definition of a leader is this: *A leader is an influencer.* And each of us have

the ability to influence something. You can impact a situation in a positive way. You can sway an opinion. You can influence people to consider a different point of view. You can stir hope when people are stuck and feeling defeated.

This pocket guide contains basic tools to help you navigate the frequent challenges that leaders are called to influence. It provides some short and concise concepts that I believe will help you help others.

Now go and lead well.

HOW TO COACH OTHERS

*4 Questions for Coaching Friends,
Family and Co-workers In 10
Minutes or Less*

People will seek out leaders for coaching, advice and help. These four questions will help you guide the conversation. Remember, you don't have to have the right answers, you just have to ask the right questions.

QUESTION #1

WHAT'S ON YOUR MIND?

It is the leader's responsibility to start the conversation. Use this as your first question and avoid the superficial chit-chat. Remember, you only have 10 minutes.

QUESTION #2

ANYTHING ELSE?

People won't tell you everything at once. Fear often will cause them to hold back the last 10%. However, the last 10% is where the real truth resides. This follow-up question is simple but critical.

QUESTION #3

***WHAT IS THE REAL
CHALLENGE HERE FOR YOU?***

This question will bring focus to the real problem. Make sure to use the words “for you.” It will help them process the issues better and then create ownership.

QUESTION #4

***WHAT'S THE ONE THING YOU
COULD DO RIGHT NOW?***

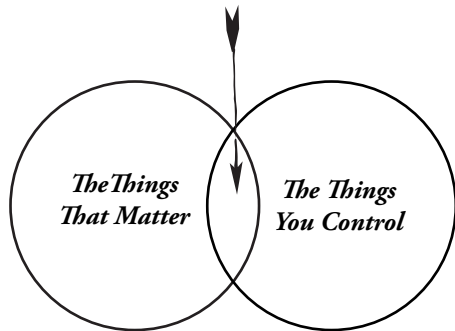
This question creates an action plan for the problem. Help the individual identify one action step (yes, just one) that would greatly improve or solve the problem.

The “Fine Line”

HELPING

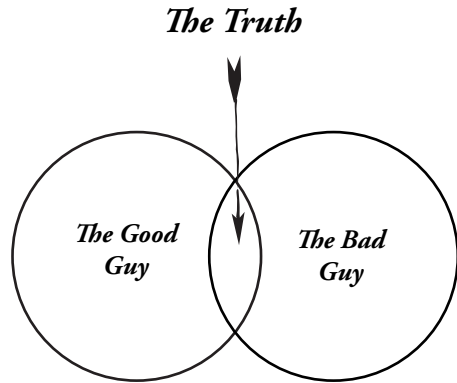
HURTING

*What you should
focus on*



*Bright
lights
don't
need
spotlights.*

- BOB GOFF



How to Help People
**RESOLVE A
CONFLICT** 

Leaders are often required to mediate disagreements between two individuals. Conflict in relationships, teams or families can create havoc. Great leaders are proactive in helping bring about a resolution. These four principles will help navigate conflicts and disagreements between people.



1. AGREE TO DISAGREE

Not every problem can be solved. You don't have to get people to agree on everything. Help people embrace this simple truth of conflict: You can respectfully acknowledge someone's point of view without accepting it.

2. DISCHARGE EMOTIONS

It's normal to feel anger and frustration toward another person. However, when people are emotionally cranked up, it is hard to problem-solve. As a leader, honor the emotions but also help them discharge destructive emotions.

3. UTILIZE "I" STATEMENTS

Coach people to use the word "I" instead of the word "you." "I" statements are helpful in getting to a solution. "You" statements place blame and can feel like an attack. Example: Say "I felt hurt" instead of "You are an idiot."

4. TRANSLATE

Let's face it: some people just say things in a stupid way. The words come out all in a rude, clunky or insensitive way. Most arguments are due to a failure in communication. A good leader helps translate and clarify a person's true thoughts, feelings and intentions.

LEADERSHIP INSPIRATION FOR THE JOURNEY

*“Difficult roads often
lead to beautiful
destinations.”*

*“Almost every successful person begins
with two beliefs: The future can be better
than the present, and I have the power
to make it so.”*

*“When you have a million-dollar vision
don't surround yourself with
one-cent minds.”*

*“Three things will last forever-
faith, hope, and love and the
greatest of these is love.”
-1 Corinthians 13:13*

*“The key to growth is to make
promises and to keep them.”
-Stephen Covey*

*“The smallest act of kindness is
worth more than the grandest
intention.”*

How to Give Helpful
FEEDBACK
WITHOUT BEING A JERK

A key to great leadership is the ability to provide criticism in a helpful way. Even though it is a primary role of leadership, most of us struggle to do this well. Here are a few tips to help you pull the best out of others without being rude, offensive or inconsiderate.



1. RECEIVE IT FIRST

Yep! Before you give criticism, ask for criticism. Don't dish it out before you show you can take it.

2. CHECK YOURSELF BEFORE YOU WRECK YOURSELF

Make sure your own heightened emotions and frustrations have been properly processed before you start.

3. CRITIQUE WORK, NOT WORKER

Focus your criticism on the project, activity or outcome. Avoid personal attacks. Example: Say, "That project could be better," not "You're terrible."

4. GET YOUR HANDS DIRTY

If you're not willing to help solve the problem and be proactive in helping them improve, delay your feedback until you're ready to do so.

5. NO FALSE PRAISE

Give direct and positive praise, but don't lie. It's important to be positive, but make sure you're being genuine.

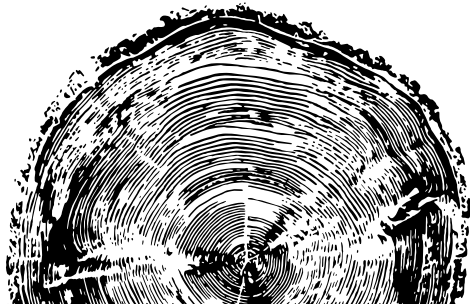
6. ASK FOR FEEDBACK

In the middle of giving your critique, pause and ask for feedback. Say things like, "Is my feedback helpful?" or "I want to respect you in this process. How can I do that better right now?"

x
COLLECT
MOMENTS
NOT
THINGS

How to Handle Your **EMOTIONS LIKE A PRO**

Susan David is a psychologist on the faculty at Harvard Medical School and the author of the book *Emotional Agility*. Her research suggests that truly successful leaders do not ignore difficult emotions and thoughts but learn to hold them loosely. Here are a few ways to make sure that you maintain emotional health.



1. YOUR EMOTIONS ARE DATA

Emotions give you information. Great leaders will look to understand the role of the emotion. What is it telling me? Why is it here?

2. MAXIMIZE “THE SPACE”

In the space between the stimulation and your response is where worlds change. Maximize that space between what happens to you and how you respond.

3. LABEL THE EMOTION

Naming the emotion brings clarity. If it is anger, call it anger. If it is embarrassment, then label it that. This will help you deal with it appropriately.

4. DON’T STUFF OR BOTTLE

The root word of *emotion* means to “move.” Emotions need to move through and out. Don’t bury or suppress your feelings.

*Vision is a
picture
of the future
that produces
passion.*

-BILL HYBELS

Leadership Truths They Don't
TEACH AT HARVARD

1. FORGIVE THY ENEMIES

Yes, that's right. Bitterness, resentment and payback make for a lousy life and even worse leadership.

2. YOU HAVE LIMITATIONS

No one else will say "No" for you. You must know your limits and understand that you are ridiculously in charge of your own health, sanity and soul.

3. LEADERSHIP IS LONELY

As your leadership grows, you will often find that your relationships will change. Unfortunately, the number of close friends may decrease.

4. YOU DON'T HAVE TO SCALE

Bigness! Hugeness! Growth curves that climb up and to the right? It's not for everyone.

5. YOUR FAMILY WILL PAY A PRICE

A leader will always have to balance the time spent with work and family. Make sure it doesn't cost you the thing you love most.

6. PRAY EVERY DAY

Let God carry your cares, worries and anxiety. Tell him your needs and your dreams. He is for you and with you.

7. KINDNESS IS SO GANGSTER

Being kind is countercultural. But remember, as a leader you will never regret showing kindness and respect to everyone.



THE 7 STEPS TO LAUNCH YOUR AWESOME NEW IDEA

Leaders have the chance to create a better world by launching new and helpful ideas. You might have a super-fresh business concept or innovative product idea or just want to design a new flavor of ice cream. Whatever your idea might be, here are seven basic steps needed to launch it.

STEP 1: DEFINE THE PROBLEM

There's an old adage in business that says "The person who best defines the problem wins." What's the problem you want to address? Now define it in one sentence.

STEP 2: CREATE A UNIQUE SOLUTION

Don't be a copycat. Express it in your unique way. Don't play the "me too" game.

STEP 3: I.D. YOUR SECRET WEAPON

What friend, connection or secret skill can you leverage to jump ahead?

STEP 4: FIND THE MOMENTUM

Capitalize on emerging trends and find a place where your solution can help.

STEP 5: FIND ALLIES

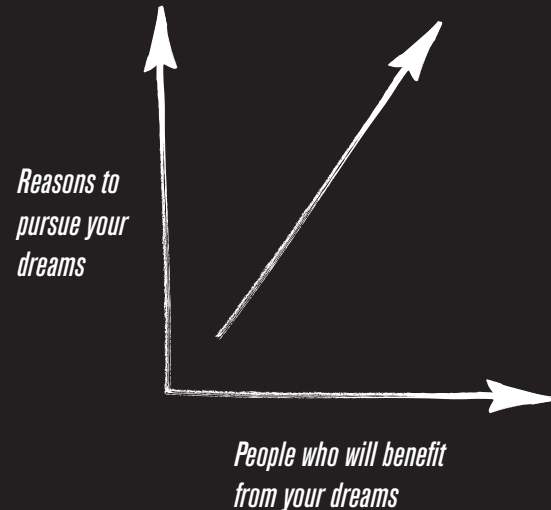
There are no self-made men or women. Every great leader has utilized their friends to help launch something. Don't let pride or control get in the way.

STEP 6: TAKE COURAGEOUS ACTION

Winning is beginning. Ideas are a dime a dozen. Most concepts die because they are never executed. So do something!

STEP 7: TWEAK AND ADJUST

Your idea won't be perfect at the beginning. Build space in your plan to change, adjust and maneuver as you hit roadblocks.



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and the prison staff*

*The men and women who are
currently incarcerated*



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