



# Be the Leader You've Always Wanted to Be

Running a business? You've got a lot on your plate

If you can master excellent leadership skills, you'll automatically take your service crew and admin team to the next level.

## What Makes an Effective Leader?

Simply occupying the corner office and exerting authority does not encompass the essence of successful leadership. An effective leader actively communicates with their team, inspires and encourages them, sets a positive example, welcomes and considers feedback, and is receptive to fresh concepts in a constantly evolving work environment.

“The essence of leadership is to get others to do something because they think you want it done and because they know it is worth while doing.”

- Dwight D. Eisenhower

## Take Your Leadership Skills Up a Notch

Start by evaluating your current leadership skill set with our Leadership Assessment Tool on the next page. This tool not only gives insight into your current strengths and weaknesses, but it gives you fresh ideas on how to be a better leader and implement new leadership strategies.



## Where to Find More Business Tips Like This:

Check out Service by WorkWave's Small Business Toolbelt! With six crucial business categories, you'll find an info-hub of practical and actionable business tools to help you stay focused on the right areas and exceed your goals.



# LEADERSHIP ASSESSMENT TOOL

**Instructions:** For each statement, rate yourself on a scale of 1 to 5 based on how well it describes your leadership behavior or skills. **Fill in the checklist and see where you're excelling and where you may need improvements.**

**1** Strongly Disagree    **2** Disagree    **3** Neutral    **4** Agree    **5** Strongly Agree

- |           |   |                          |
|-----------|---|--------------------------|
| <b>1</b>  | I effectively communicate the vision and goals of the team or organization.           | <input type="checkbox"/> |
| <b>2</b>  | I actively listen to the ideas and concerns of team members.                          | <input type="checkbox"/> |
| <b>3</b>  | I delegate tasks based on individuals' strengths and interests.                       | <input type="checkbox"/> |
| <b>4</b>  | I provide timely and constructive feedback to help individuals improve.               | <input type="checkbox"/> |
| <b>5</b>  | I encourage and empower team members to take ownership of their work.                 | <input type="checkbox"/> |
| <b>6</b>  | I promote a positive and inclusive work culture.                                      | <input type="checkbox"/> |
| <b>7</b>  | I am open to different perspectives and encourage diverse thinking.                   | <input type="checkbox"/> |
| <b>8</b>  | I handle conflicts or disagreements within the team in a fair and respectful manner.  | <input type="checkbox"/> |
| <b>9</b>  | I set clear expectations and provide guidance on how to achieve them.                 | <input type="checkbox"/> |
| <b>10</b> | I lead by example and demonstrate integrity and ethical behavior.                     | <input type="checkbox"/> |
| <b>11</b> | I inspire and motivate team members to achieve their best.                            | <input type="checkbox"/> |
| <b>12</b> | I support the professional growth and development of my team members.                 | <input type="checkbox"/> |
| <b>13</b> | I effectively manage time and prioritize tasks to meet goals and deadlines.           | <input type="checkbox"/> |
| <b>14</b> | I am adaptable and open to change in a dynamic work environment.                      | <input type="checkbox"/> |
| <b>15</b> | I make informed decisions based on analysis, input and consideration of alternatives. | <input type="checkbox"/> |
| <b>16</b> | I encourage innovation and creativity within the team.                                | <input type="checkbox"/> |
| <b>17</b> | I handle pressure and stress effectively, maintaining composure and focus.            | <input type="checkbox"/> |
| <b>18</b> | I collaborate with other teams or departments to achieve common goals.                | <input type="checkbox"/> |
| <b>19</b> | I take responsibility for mistakes or failures and learn from them.                   | <input type="checkbox"/> |
| <b>20</b> | I seek feedback from team members and actively work on self-improvement.              | <input type="checkbox"/> |

**TOTAL**

**Scoring and Interpretation:** Add up the scores for each statement to get a total score out of 100. Higher scores indicate stronger leadership qualities. It is likely that you have identified a few areas with scores of one or two. It is important to note that this exercise is not designed to make you feel at fault or inadequate. Once you identify areas of improvement, block out a specific date on your calendar to address and resolve those areas. The average is 3 to 6 months to achieve this goal.