

# Building Sustainable Relationships via Leadership

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# Opening Statement

**If your relationship has more issues than a magazine stand, I suggest you cancel that subscription now!**

## Related Quote Statement

**“There comes a point in life when you get tired of chasing everyone and trying to fix everything, but it’s not giving up. It’s realizing you don’t need certain people and the drama they bring.”**

# Kind of leader are you? Kouzes and Posner

- *Leadership is a journey* – But a journey has two parts: convincing people to join and getting them to the destination. Only the first stage is leadership. The second phase is a management undertaking. Managers work closely with people to get things done. For example, Leaders sell the tickets for the journey; managers drive the bus to the destination.
- *This evening I want to take you on Journey to building and sustaining relationships*

# Journey to Building and Sustaining Relationships

- Aging U.S. Population. By 2030, more than half of all U.S. adults will be age 50 or older. At the same time, another baby boom is projected.
  - Everyone who is 50 and over stand up! Take a look around ladies and gentlemen
  - 2030 – 12 years from now, how many of you will be at least 50? Stand up!
  - Who's left?
  - I say that to say this – I am pleading with you this evening, Do not rob this next generation that is coming of having wealth, treasure and gifts that is buried deep within you. It's time for you to stand up and unleash the treasures you have within you. Time is a commodity that can neither be bought nor sold. The only thing you can do with time is use or you will lose it.
  - Time is god's gift.... I am asking you to refuse to be one of those who waste time and then complain that they don't have enough time. Make the hours in your day count. What kind of leader are you?

# WHERE IS THE NEXT CHARISMATIC PRESIDENT OF THE SCAFCS?

- **BEHAVIORS**
- Influences others through power of personality
- Acts energetically, motivating others to move forward
- Inspires passion
- May seem to believe more in self than in the team
- **WHEN TO USE IT**
- To spur others to action
- To expand an organization's position in the marketplace
- To raise team morale
- **IMPACT ON OTHERS**
- Can create risk that a project or group will flounder if leader leaves
- Leader's feeling of invincibility can ruin a team by taking on too much risk
- Team success seen as directly connected to the leader's presence

# Where is the next Innovative Leader for the SCAFCS?

- **BEHAVIORS**

- Grasps the entire situation and goes beyond the usual course of action
- Can see what is not working and brings new thinking and action into play

- **WHEN TO USE IT**

- To break open entrenched, intractable issues
- To create a work climate for others to apply innovative thinking to solve problems, develop new products and services

- **IMPACT ON OTHERS**

- Risk taking is increased for all
- Failures don't impede progress
- Team gains job satisfaction and enjoyment
- Atmosphere of respect for others' ideas is present

# Command & Control – Where is the next parliamentarian for the SCAFCS?

- **BEHAVIORS**
- Follows the rules and expects others to do the same
- **WHEN TO USE IT**
- In situations of real urgency with no time for discussion
- When safety is at stake
- In critical situations involving financial, legal, or HR issues
- In meeting inflexible deadlines
- Demands immediate compliance
- Engages in top-down interactions
- Is the sole decision maker
- **IMPACT ON OTHERS**
- If used too much, feels restrictive and limits others' ability to develop their own leadership skills
- Others have little chance to debrief what was learned before next encounter with leader



# Laissez-Faire – Where is the next counselor for the SCAFCs?

- **BEHAVIORS**

- Knows what is happening but not directly involved in it
- Trusts others to keep their word
- Monitors performance, gives feedback regularly

- **WHEN TO USE IT**

- When the team is working in multiple locations or remotely
- When a project, under multiple leaders, must come together by a specific date
- To get quick results from a highly cohesive team

- **IMPACT ON OTHERS**

- Effective when team is skilled, experienced, and self-directed in use of time and resources
- Autonomy of team members leads to high job satisfaction and increased productivity

# Pace Setter – Where is the next VP for Program Planning for the SCAFCS?

- **BEHAVIORS**

- Sets high performance standards for self and the group
- Epitomizes the behavior sought from others

- **WHEN TO USE IT**

- When staff are self-motivated and highly skilled, able to embrace new projects and move with speed
- When action is key and results are critical

- **IMPACT ON OTHERS**

- Cannot be sustained too long, as staff may "burn out" from demanding pace
- Results delivered at a speed staff can't always keep up with

# Servant – Where is next VP for Services/Membership for the SCAFCS?

- **BEHAVIORS**

- Puts service to others before self-interest
- Includes the whole team in decision making
- Provides tools to get the job done
- Stays out of limelight, lets team accept credit for results

- **WHEN TO USE IT**

- When leader is elected to a team, organization, committee, or community
- When anyone, at any level of the group, meets the needs of the team

- **IMPACT ON OTHERS**

- Organizations with these leaders often seen on "best places to work" list
- Can create a positive culture and lead to high morale
- Ill-suited if situation calls for quick decisions or meeting tight deadlines

# Situational – Where is the next VP- Elect for the SCAFCS?

- **BEHAVIORS**

- Links behavior with group's readiness
- Includes being directing and supportive, while empowering and coaching

- **WHEN TO USE IT**

- Where ongoing procedures need refinement, reinvention, or retirement

- **IMPACT ON OTHERS**

- Can be confusing if behavior changes unpredictably and too often
- Can reduce uncertainty as leader adapts behavior appropriately

# Transformational – Where is the next VP for Finance for SCAFCS?

- **BEHAVIORS**

- Expects team to transform even when it's uncomfortable
- Counts on everyone giving their best
- Serves as a role model for all involved

- **WHEN TO USE IT**

- To encourage the group to pursue innovative and creative ideas and actions
- To motivate the group by strengthening team optimism, enthusiasm, and commitment

- **IMPACT ON OTHERS**

- Can lead to high productivity and engagement from all team members
- Team needs detailed-oriented people to ensure scheduled work is done

# *I am challenging you this evening-*

- *To lead you must first look inside yourself and clarify your values.*
- *You need to be inspiring to lead*
- Exemplary leaders go first. They go first by setting the example through daily actions that demonstrate they are deeply committed to their beliefs.” This is all very well if you are advocating a change in values, such as how employees or customers are to be treated.
- Effective Leaders recognize the importance of building solid relationships. They spend time focusing their efforts in key areas that will build connections with people they lead

# Keys to building sustainable relationships

- **Key Points to Ponder as you build relationships**
  - Don't form relationships just to get people to do the work for you. It just doesn't work, people will feel used and unappreciated
  - Approach relationships with integrity, because you genuinely like someone, or you have something to offer someone or because the two of you share a common goal
  - Establish relationships before you need them or before a conflict arises. Be proactive. Let's put a succession plan in place.
  - Leading and teaching go hand in hand....people want a relationship with someone whom they can learn from
  - Building relationships is hard work, discipline, and dedication. One may ask how is it that I have maintain a sustainable relationship with my professor from high school, college, and still today. Dr. Glover, Adams, Bowman, Glenna, Judy, Dorothy, and others.

# How do you build relationships?

- One relationship at a time – there are no shortcuts... stay in touch
- Be friendly and make a connection- friendly word or smile can make someone's day
- Ask people questions – People love to talk about themselves and about what they think
- Tell people about yourself – People will not trust you unless you are willing to trust them
- Go places and do things – Story when we asked why he robbed banks, the robber replied, because that's where the money is. If you want to make friends you have to go where the people are ... Neighborhood block party or visit your Neighborhood Walmart
- Overcome your fear of rejection – get over it. Plan on being rejected at some time or another... that's life
- Accept people the way they are – you don't have to agree all the time in order to form a relationship. No one likes to be judged.
- Be persistent – people are shy and suspicious. It takes a while to win trust. Social media Hoop-la.
- Invite people to get involved – people want to be a part of something bigger than themselves. People will be flattered if nothing else.
- Assume other people want to form relationships – underneath the crabbiest looking person is often a lonely soul hoping someone will make a crack in their shell
- Enjoy people – if you genuinely enjoy people, others will be attracted to your attitude.



# How to sustain relationships?

1. Pay attention to people – check in with people when you need to
2. Communicate openly – it's a good idea to set aside some time just to talk about how things are going... Communication is a discipline that has to be practiced regularly... it's like taking vitamins or doing exercise
3. Appreciate each other- if you enjoy working with someone, let them know. We are all human beings and appreciation helps us thrive!
4. Extend yourself – Go a little out of your way... in Louisiana...it's call a little lanyap...if you need a little extra time to get something done, give people that time.
5. Volunteer to do some work for their organization – if you lend them a hand, they are likely to think well of you and give something back in return.... Board of Directors...is not a paid job... Volunteer...it call service.
6. Challenge each other to do better – We all need a buddy to help us stretch ourselves beyond what we think we can do. ..
7. Back each other when things get tough – Loyalty is essential to keeping relationships healthy. We may not agree with a co-worker or friend, but we can stand by him or her when they are in a JAM

**Thank you very much for your time and attention,  
and I am looking forward to this next generation to  
step up to the plate as our seasoned members  
continue to mentor and provide support as we  
thrive for another 100 years.**