

PHL|HP CONSULTING GROUP

Building and Sustaining High Performing Companies



A Message from
Dr. Phillip Levy
Founder and President

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NEWSLETTER: Leadership Lessons

Leaders have many demands upon them, from ensuring the financial stability of the company, developing new business, ensuring quality, maintaining key relationships with stakeholders and more. While these are all critical to success, there is nothing more important than:

- Communicating your vision for the company.
- Engaging stakeholders and achieving “buy-in”
- Establishing measurable outcomes
- Hiring the right people
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How is one person to do all of this? It sounds impossible, but the best leaders are those who are able to do so by surrounding themselves with talented and loyal employees, establishing a culture where they tell you what you need to hear, not what they think you want to hear, delegating and holding people accountable, and inspiring people to greatness.

Let’s start with the vision: You will need to set that “North Star” for everyone and then breakdown the vision to specific roles for each individual. The janitor, the board member, the receptionist, the analyst and the CFO must all understand what s/he is doing impacts the desired outcomes of the company and thereby feels essential to the success of the company. Remember, if you don’t let people know the objectives, they will fill the void with their own views and goals that might or might not be consistent with your own vision.

Engagement: People become engaged when they feel that they have input to the decision-making process—they feel respected and valued. They know that they don’t make the final decision, but they feel that their input is important and will be factored in.

Establishing Measurable Outcomes: We want bold, but achievable stretch goals, but we must establish metrics to measure them and reward people for their role in achieving their goals. Meritocracies sustain excellence. Worlds are important but rewards come bonus time are equally important. People must know how they are doing through the year. No longer is the annual evaluations enough. Monthly catch ups or check ins are key to maintain contact and motivating our stakeholders. You do not want to hear from people at exit interviews what would have been helpful to hear during their tenure.

Hiring The Right People: Who are the right people? Those who share your values, who are bright, talented and curious, and who complement one another’s strengths and weaknesses. A team of superstars is not necessary for victory. Role players are very important, but everyone must buy into the vision, knowing that they can influence that vision by effectively communicating with leadership. Loyalty and trust must be supported with confidence to speak up. How do you know the right people? A subject for a future message, but suffice to say that you need to better hone your interviewing and assessment skills. All of this requires a great deal of a leader, starting with self-awareness, confidence, and constant reevaluation of oneself and others. This is a dynamic process that starts every day with the questions of: What can I do to make our company more successful? What is my vision and how will I communicate it today? How will I increase employee engagement and inspire buy-in? When today will I work on my business not just in it? Who are my key stakeholders and have I communicated with them recently? What are our greatest challenges to sustaining our success and how will we reinvent ourselves to sustain excellence? Remember that your greatest strengths are also your greatest weaknesses. It all depends on how you apply them in different situations. Passion and self-confidence can be inspiring or intimidating. Acceptance and empathy can breed loyalty or complacency. Your success can lead to others sitting back and letting you do it all or it can have others want to join you in your journey towards excellence. Continue to develop your self awareness, your vision, and your leadership skills

PHL HP Consulting Group looks forward to supporting our clients and partners in building and sustaining enduring organizational excellence and transformative leadership.

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