

Welcome to the participants

Presentation

on

Trust & leadership Through
Empowerment

By Deepak Bharara



Trust

What is Trust:

Trust means where my vulnerability is safe in some one else hands. All relationship are trust relationship, trust comes out of trust worthiness

Trust is greater compliment than love

Relationship like a bank accounts, the more you deposit, greater they become. If you try to draw more than deposits it leads to disappointment



Trust

Factors to build trust:

- Respect
- Reliability
- Fairness
- Consistency
- Openness
- Acceptance
- Congruence
- Competence
- Integrity
- Character



Trust

Consequences of Poor Relationship & Trust

- Lack of communication
- Stress and irritation
- No team spirit
- Un co-operative behavior
- Lack of courtesy
- Close mindedness
- Lack of creditability
- Suspicion
- Isolation
- Poor health



Trust

Consequences of Poor Relationship & trust

- Distrust
- Unhappiness and Anger
- Conflict
- Rude behavior
- Lack of integrity and honesty
- Not meeting deadlines & commitment
- Self centeredness
- Arrogance
- Frustration
- Prejudice



Trust

Difference between ego and pride:

Ego is self intoxicating

Pride is a feeling of pleasure of accomplishment with humanity

Ego gives swollen head pride gives swollen heart

Big head gives headache whereas big heart gives humility

Ego – The “ I know it all” attitude

Egotism is the anesthetic that deadens the pains of stupidity.



Trust

Difference between Selfishness and self interest?

Selfishness is negative and destructive. It destroy relationship because it is based on negative values, it is win lose situation

Self interest is positive It welcomes prosperity, peace of mind good health and happiness, it is win win situation.

Jealousy is the sign of poor self esteem it leads to corrupting people

One should have open mind rather than empty mind an open mind is flexible, empty mind is dumping ground



Trust

Steps to build a Trust/Positive Inter personal:

- Accept Responsibility & stop blame game
- Be considerate
- Think win-win
- Choose your word carefully
- Don't criticize and complain
- Smile and be kind
- Put positive interpretation on other's behavior
- Be a good listener
- Be enthusiastic
- Give honest and sincere appreciation



Trust

Steps to build a Trust/Positive inter personal:

- When we commit mistake let us accept & learn
- When other accepts mistakes give them a way out to save face
- Discuss but don' argue
- Don't gossip
- Turn your promises to commitments
- Be grateful but do not accept gratitude
- Be dependable and practice loyalty
- Avoid bearing grudges, forgive and forget
- Be honest and sincere with integrity



Trust

Steps to build a Trust/Positive inter personal:

- Practice humility
- Be understanding and caring
- Practice courtesy everyday
- Develop a sense of humor
- Don't be sarcastic and pull others down
- To have a friend be a friend
- Show empathy with others
- Belief in self
- Keep learning and acquire competence

Leadership through Empowerment

Leadership

“Leadership is the Activity of Influencing people to strive willingly for group objectives”

“Leadership is interpersonal influence exercised in a situation and directed through the communication process towards attainment of a specialized goals”



Managers vs. Leadership

The manager **administers**;

the leader **innovates**

The manager **maintains**;

the leader **develops**

The manager relies on **systems**;

the leader relies on **people**

The manager counts on **controls**;

the leader counts on **trust**

The manager does things **right**;

the leader does the **right thing**.

- Warren Bennis

Leadership through empowerment

Elements of Leadership

- Interpersonal
- Influencing
- Situation
- Direction
- Communication
- Attainment of Goal

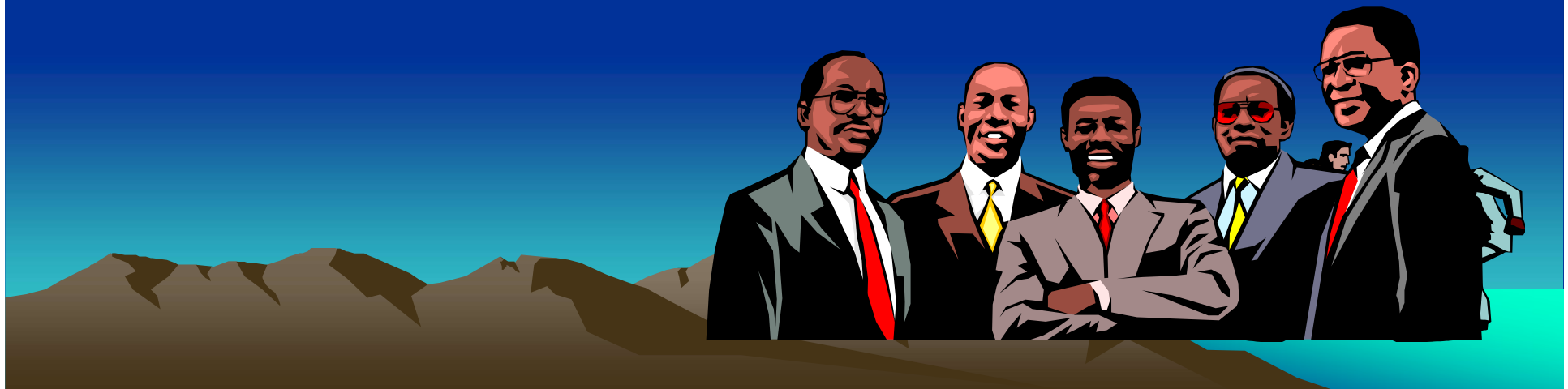


Leadership through empowerment

Who can be the leader

Everyone attempts leadership one time or the other whether in business, education, family, politics, or in organization.

Thus all of us can be the leaders.



Leadership through empowerment

Leadership



- The person who is attempting to influence is potential leader
- The person who is subjected to influence attempt is potential follower
- The person could be boss, colleague, subordinate, customer, vendor, friend or a group

Leadership through empowerment

Competencies for leadership:

- Establish Plans
- Manage Execution & Influence others
- Focus on Customer needs
- Interpersonal Relations
- Information gathering
- Show Personal Resilience
- Build Relationships and Work Collaboratively



Leadership through empowerment

Skills of Leadership

- Intelligence
- Conceptual skills
- Creative
- Diplomatic and tactful
- Fluent in speaking
- Knowledge about the product related issues
- Administrative ability
- Persuasive



Facilitating the process of Transforming Self

INTERDEPENDENCE

- 7. Self renewal***
- 6. Empowerment & Synergies***
- 5. Seek first to Understand ...
Then to be Understood***
- 4. Think Win Win***

INDEPENDENCE

- 3. Put First Things First***
- 2. Begin with the End in Mind***
- 1. Be Proactive***

DEPENDENCE

EMPOWERING



You cannot be anything if you want to be everything.

Leadership through empowerment

Empowerment

Empowerment means every members of a society or organization being able to take control of their own destiny and realizing their potential to the full

It involves giving more power to those who currently have little control over what they do and little ability to influence the decision being made around them

Empowerment mean the end of power – disseminate the structure and rules



Leadership through empowerment

Empowerment

It means encouraging and allowing individual to take personal responsibility for improving the way they do their job and contribute to the organizational goals

It is process of setting the right environment structure in which people make full contribution with the best of their skills




Leadership through empowerment

Empowerment two facts:

- *Developing and enabling each individual to unlock his or her abilities and full potential*
- *Liberating all employees by giving them more autonomy over their action*

Myths:

- *Empowerment means end of power*
 - *It's a one time affairs*
 - *IT will bring about a revolutionary change*
 - *Restructuring is the road of empowerment*
 - *Management gives and employees takes*
 - *Delegation is equal to empowerment*
 - *Giving responsibility is empowerment*
- 

Leadership through empowerment

Pre – requisite for empowerment:

- *Culture of trust and respect for each other*
- *Systems should be focused*
- *Change in thinking process*
- *Encouragement to employees to explore new areas*
- *Common eating place/same uniform*
- *Calling people by first name*
- *No feeling of they & us but we*



Leadership through empowerment

Gains: (organization)

- *Committed work force*
 - *Self starters*
 - *Lean & thin organization*
 - *Cost effective*
 - *Effective communication*
 - *Transparency in functioning*
 - *Realization of goals*
- 

Leadership through empowerment

Gains: (Individual)

- *Sense of pride*
- *Relate to each other with empathy and respect*
- *Give voluntarily agreement to rules and structures that govern their lives*
- *Have sufficient resources, knowledge, training, time tools, and support to be able to contribute all the value, they can do their chosen role*
- *Sense of contribution*



Leadership through empowerment

Barriers:

- *Lack of confidence*
- *Limited capacity of employees to perform*
- *Initiative to stand up and own up the problem*
- *Fear of loosing power*
- *Consistency in approach*



Leadership through empowerment

Approaches

- Attitudinal approach
- Situational approach
- Concern for people
- Concern for production
- Middle Road and balancing



Leadership through empowerment

Style of leadership

- A Feudal Type
- The Paternal Type
- The dictatorial Type
- The contributory Type
- The Development Type
- The bureaucratic or rule centered Type
- The manipulative Type



Styles of Leadership

Leadership Types



Position Leadership

Required by the Organisation

Expected by Subordinates

Basis for Effective Job Performance



Personal Leadership

Inherent Leadership Qualities in a person

“Extra Something” - Enabling people to achieve extraordinary levels of effectiveness

Goes beyond job Responsibility

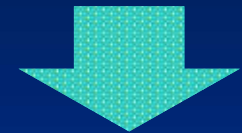
Position Leadership



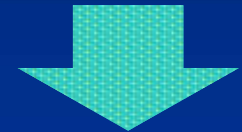
The Art of Personal Leadership

High Performing Organisations rely on their People to get Results

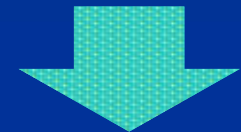
People get Results when they work Together Positively and Creatively



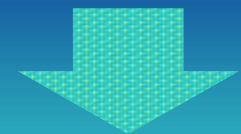
Positive , Creative Interactions require Individuals who are Confident and Resourceful



Confidence and Creativity comes from having well developed Inner Strength and Resources



The Competitive Edge in Business comes down to having People who Demonstrate Personal Leadership



- RICH VAN HORN

The Art of Personal Leadership

- *Live from Purpose*
- *Seeing Needs and Opportunities*
- *Choosing to Make a Difference*
- *Acting on your Choice*
- *Remaining Focused under Pressure*

- RICH VAN HORN on "Art of Leadership"



WHAT ARE THE CHARACTERISTICS ?



Personal Leadership is the ability to

Inspire Others

Arouse Enthusiasm

Focus Group Energy

WHAT ARE THE CHARACTERISTICS ?



The Personal Leadership makes a difference from

Passion of your Convictions

Clarity of your Perceptions

Integrity of your Actions

Managing - with Personal Leadership

Love you Organisation, its people and Foster Personal Leadership in Others

Choose consciously from choices and take responsibility for results

Focus on Results
Prioritise on tasks having greatest leverage for success

Live as if the vision is a reality

Proceed by Active Experimentation
Do Things Differently

- Take risks and tolerate mistakes
- See opportunities where others miss

Embody your Vision
Personify the Vision

Have a Clear Purpose
Develop Individual and Team Vision and Efforts

Results in a high level of Trust within the Group

The Path to Personal Leadership

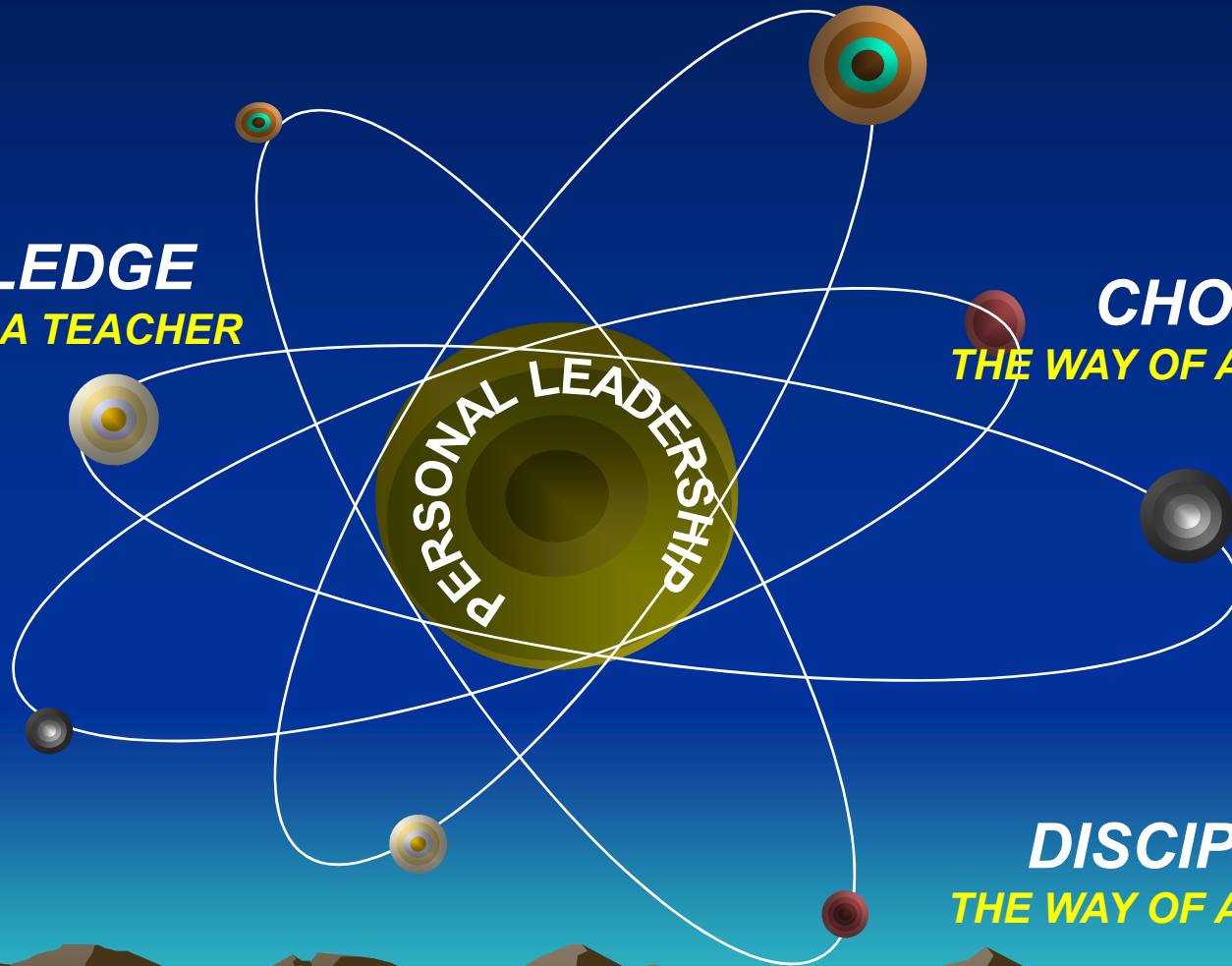
AWARENESS
THE WAY OF A HEALER

KNOWLEDGE
THE WAY OF A TEACHER

CHOICE
THE WAY OF A VISIONARY

PERSONAL LEADERSHIP

DISCIPLINE
THE WAY OF A WARRIOR



THE LEADERSHIP COMPETENCIES WHEEL



Leadership Approaches

Reference: India Today

- **Indian**

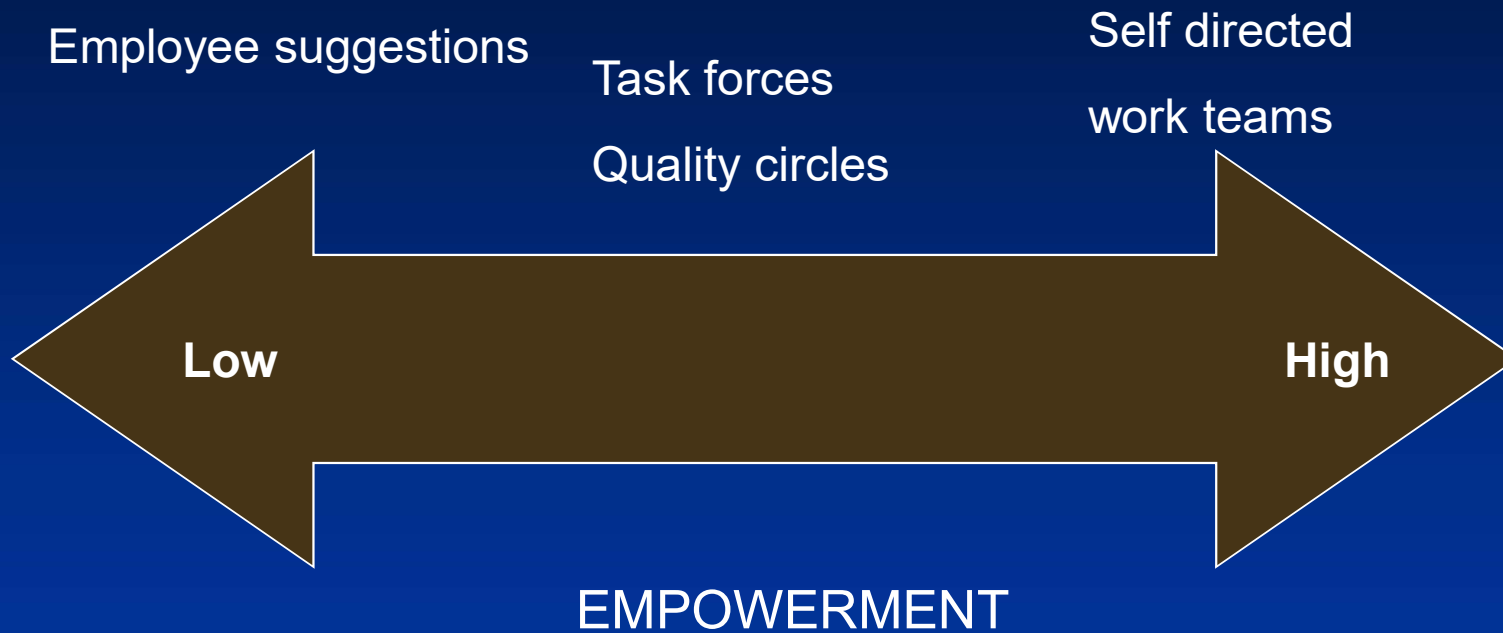
Contingency/Situational	-	63%
Task Oriented	-	22%
Employee Oriented	-	10%
Team Oriented	-	5%

Reference: India Today

- **USA**

Contingency/Situational	-	18%
Task Oriented	-	52%
Employee Oriented	-	15%
Team Oriented	-	15%





SWDT variously known as

- A. A sociotechnical system
- B. Partnership / semi autonomous work teams
- C. High performance teams

- Customer driven
- High worker commitment
- Self controlled
- Value & principle based
- Continuous improvement

Focus & values



- Information sharing
- Relatively flat organization

- Shared goals
- Whole business focus
- Multicompetencies synergy

Paradigm shift

- 1. In the empowered team, leaderships shared; even a designated “group leader” is more a facilitator or coach than a boss.**
- 2. Empowered Teams themselves decide upon tasks and schedules.**
- 3. Empowered Teams are generally responsible for completing an entire job.**
- 4. Team members receive training and practice in interpersonal skills as well as technical skills.**
- 5. Team members are paid for what they can do (their skills) and their productivity.**

- 1. Empowered Team members develop trust and caring for one another, even though they may individually come from quite different functions in the organization.**
- 2. In an effective empowered team, quality improvement measures are developed by the team itself.**
- 3. Empowered Individuals/Teams regularly to set goals, diagnose & resolve; problems, & review and report/ progress**



Results



1. Ninety percent said that empowerment had improved the quality of service and products.
2. Eighty five percent said that customer service had improved productivity.
3. Eighty percent credited empowered teams with contributing to profits.
4. Seventy six percent said that morale had improved as a direct result of team organization.

Grow like Big Tree to give your maximum



Leadership through empowerment

Effective Leadership



“The most effective leadership is where leaders appear to exhibit degree of versatility and flexibility that enable them to adapt their behavior to the changing and contradictory demands made on them”



Leadership through Empowerment

Revisit Indian Experience

A few people Leaders

King Ashoka.....

Akbar Badshah....

Laxmi Bai....

Mahatma Gandhi.....

Lal Bahadur Shastri



Leadership through empowerment

Revisit Indian Experience

A few business leaders –
shaping 90's

Dhirubhai Ambani

Narayana Murthy

Ramalinga Raju

Aditya Birla

Sundaram brothers



Thank you

