

## SOS Institute Webinar: Support for your Organizational Infrastructure

### Leadership Skills & Strategies: Webinar Chat Comments Shared by Participants

#### **Strategies to Support the Leadership and Skills of Staff:**

##### **Leadership & Staff Development**

- Give staff opportunities to lead committees, task force, projects, etc. (could be based on interest).
- Developed a process for staff to have a voice in hiring a director.
- Hold panel interviews with staff for leadership positions.
- Develop the skills, work with staff one-on-one if needed for training, and use active listening skills.
- Mentor staff to take on new tasks that develops their skill set and expands services to clients.
- Use a mentorship apprenticeship approach recognizing this is fluid in different situations, we can be both mentors and apprentices.
- Provide opportunities for professional growth - i.e. different type of legal case, doing a media appearance, presenting to another service provider/community, etc.
- Involve staff in decision making, setting goals and objectives.
- Assign staff working with particular types of clients to act as liaison with other area agencies working with the same types of clients.
- Inspire others to be creative with new approaches.
- Provide staff with updates about our work and events affecting domestic violence.
- Awareness of learning style of staff.
- Use reflective supervision.
- Use ToP facilitation methods and ToP Consensus Workshop as a way to identify shared values.

##### **Information Sharing:**

- Share information on trainings, workshops, and webinars that staff/interns/volunteers can attend.
- Send staff to conferences and ask them to share during staff meetings. (Everyone shares).
- Share board reports from managers with all staff.
- Share information on staff meetings to others that may not be able to attend.
- Regional drive where staff from local offices have access to electronic manuals, templates, etc.
- Share knowledge and promote openness to suggestions/feedback to make things better.

##### **Strategic Meetings:**

- Generation of new ideas together.
- Have a one-on-one check-in once every month for going over projects and interests.
- Hold regular office hours where people can call in.
- Hold weekly leadership meetings that contain a training component.
- Provide training during bi-weekly meetings.
- Round robin check in and training topic at our all-staff meetings.
- Structured staff meetings, trainings and retreats.
- Take directors to lunch every other month and meet over lunch.
- Start and end all meetings with something positive.
- Practice introducing the reason one person wants to ask a question or share something ("I just want someone to listen", "I need feedback", "I would like suggestions", "I need to vent, etc.").
  - Use low impact debriefing.

## Leadership Qualities: Chat Comments Shared by Participants

Accountable both ways  
Appreciative inquiry  
Appreciative/grateful  
Approachable  
Attitude "whatever it takes"  
Believes in employees  
Brave  
Calm approach to chaos/pressure  
Clear guidance and instructions  
Collaborative  
Compassionate  
Constructive criticism/feedback  
Dedicated  
Dependable  
Direct  
Empathetic  
Empowerment support  
Encouraging  
Encourages questions  
Ethical  
Fair  
Flexible  
Hard working  
Honest  
Inclusive  
Inspiring

Knowledgeable  
Learning environment  
Listens to opinions /active listener  
Mentor  
Motivator  
Non-judgmental  
Open communication  
Open door policy  
Open to ideas, learning, and growth  
Open-minded  
Organized  
Passionate for the work being done  
Patient  
Personality is great  
Professional  
Respectful of all individuals  
Risk taker  
Sees the big picture  
Sense of humor  
Solution focused  
Supportive for staff/team to succeed  
Team builder/player/ work  
Transparent  
Trustworthy  
Visionary with follow through steps

- ✓ Ability to see things from different perspectives.
- ✓ Can break into small portions to communicate in a clear way.
- ✓ Connects with everyone in a respectful and fair level.
- ✓ Encouraged me to try and if "failed" no shame no blame.
- ✓ Encourages and promotes potential of all employees.
- ✓ Intersectional-able to bring together different people.
- ✓ Knowledgeable/trained and willing to pass knowledge onto others.
- ✓ Looks for underlying needs.
- ✓ Looks to understand blocks holding tasks or people back.
- ✓ Planner - short term and long term strategizing.
- ✓ Provides a 'holding environment' for others to take risks.
- ✓ Success oriented: really wanted me and my unit to succeed.
- ✓ Willing to do what they ask of their staff.
- ✓ The leader is a critical thinker, creative, strategic and long term, and brings together the appropriate members to the team that builds the agency.