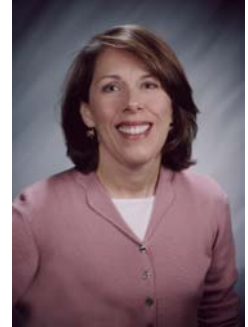


## LEADERSHIP: SIMPLE WAYS MATTER MOST

*By Carol Bergeron*

Leadership is no doubt challenging. It includes everything from creating a compelling vision that people want to follow, hiring and developing talented people, recognizing and rewarding accomplishment, creating a risk tolerant environment, frequent and clear communication and being a life long learner yourself. While I could go on about countless other leadership attributes and behaviors, this newsletter focuses on the simple ones that have tremendous impact. They often do not take much time or money and make a world of difference when it comes to engaging people. And it is engaged people who make organizations successful. Try these then add techniques you have found to be effective and keep on doing them.



### *If you only had:*

**One second** you could stop what you are doing, smile and thank an employee for a job well done.

**One minute** you could pick up the phone and call an employee to congratulate him on progress made on a personal area of development and link it back to why it makes a difference to the organization.

**One hour** you could ask someone about her thoughts on the best approach to pursue a new business opportunity and the reasons behind her thinking. Then ask for her help in making it a reality.

**One dollar** you could buy a note card and stamp, write a note of appreciation and mail it to a colleague.

**One lunch** you could treat yourself and an employee to an "offsite". Lead an uninterrupted conversation during which the employee identifies ways he could best contribute to the goals of the organization while simultaneously working on his personal areas of development. Then secure his commitment.

**One half day** you could host a session during which your team of talented experts, overwhelmed by the volume of work, reprioritizes the work and eliminates some in the process.

**One day** you could spend it in the field accompanying a sales or service professional for the purpose of staying in touch with customer needs and educating yourself on the daily challenges of your co-workers.

**One weekend** you could facilitate a retreat during which your team determines how to implement a new business strategy. The value? Joint creation of action plans and stronger relationships.

**One year** you could coach and mentor an employee in preparation for taking on a more responsible position in the future.

**One twenty dollar gift certificate** you could splurge on pizza and soda to celebrate the achievement of a significant project team milestone.

Leadership takes many forms and often the simplest, least expensive ways are the most effective.

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## OUTSIDE INSIGHTS

Outside Insights is a service to help executives with complex business problems and challenges. Clients appreciate the fresh perspectives offered by experienced business advisors and the expedient way in which they are delivered. Explore **Outside Insights** to see if it is right for you.

[www.outsideinsights.org](http://www.outsideinsights.org). If so then contact: [carol@bergeronassociates.com](mailto:carol@bergeronassociates.com).

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## UPCOMING EVENTS & INTERESTING RESOURCES

### Handling Mergers and Acquisitions: How to Avoid Paradoxes, Pitfalls and Traps.

Institute of Management Consultants New England: Sept. 15, 5:00 – 9:00pm, Sheraton Lexington.

<http://www.imcne.org/events/2005/sep1505.html>

### 2005 – 2006 Outlook on Mergers and Acquisitions.

Association for Corporate Growth Boston: Sept. 15, 7:30 - 9:00am, Boston Harbor Hotel.

<http://www.acgboston.org>

### 2005 Schedule for Educational Workshops at [www.bergeronassociates.com/calendar.htm](http://www.bergeronassociates.com/calendar.htm).

How to Develop a Talent Strategy

One-on-One Dynamic Coaching

A Building Block for High-Performance Organizations

Hiring the Right People – Behavioral Based Interviewing Techniques and more

### Resource for Workforce Effectiveness Information

Articles and electronic newsletters filled with practical tips on how to enhance the performance of people and organizations. Explore our publications: [www.bergeronassociates.com/publications.htm](http://www.bergeronassociates.com/publications.htm)

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## ABOUT BERGERON ASSOCIATES

Bergeron Associates helps build agile, robust, high-performance organizations by integrating business and workforce strategies.

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