

## Volume 30

### The Question

What kind of leader do I want to be?

### A Perspective

That simple question has generated many conversations and lots of literature. A search for “leadership” on Amazon today returns 151,597 results. So, where do you start in developing yourself as a leader?

In leadership, we tend to focus on the “big moments”: the yearly rally, the employees speech, a monthly update for the company, an ideas presentation to senior leadership, a problem-solving meeting that successfully addresses an organizational need.

While the big moments are important, your team culture and relationships are defined by the dozens of smaller events that occur throughout the day. Here are five such moments that leaders must learn to master. I call these trUMoments™:

- Someone does something right (or wrong — including you).
- Someone needs something from you.
- Someone disagrees with you.
- A change is needed.
- You feel worn out or overly stressed.

Your answer to the question “What kind of leader do I want to be?” will be revealed in how you interact with and respond to these moments. Effective leaders must build the capacity to manage the emotions that arise from these daily situations. In these moments, we build our relationships with our people. In my trUPerformance™ language, *respect* and *trust* — the two key ingredients in effective leadership — are built in these daily interactions.

### Your Action Plan

How does a leader become skilled at navigating those many moments? Initially, you don’t. It takes time to develop the skills necessary to expand your capacity to lead in these moments.

Start by learning to recognize that a trUMoment is occurring. Then, develop the tools to respond to each moment to best serve the relationship *and* the business.

Let’s focus on the first trUMoment: Someone does something right (or wrong — including you). Make it easy by creating space for this moment to happen, perhaps in a meeting.

1. Start the meeting with everyone sharing two pieces of *good news*: one personal piece and one professional piece.
2. Have each leader share an update on his/her area, highlighting key performance numbers that are doing well and what problems they’re working on solving.
3. Repeat #2 for you. If you made a mistake since the last meeting, use the time to apologize and share your own action plans.

When someone shares a success, congratulate and encourage that person to celebrate it with his/her team or the individual(s) responsible. If it’s a major success, make a note to follow up and make sure it gets celebrated.

When someone shares a problem, ask, “What solution have you chosen?” or “What solutions are you considering?” Allow the team to provide input, if needed. End the discussion by asking, “How can we support you?”

How you manage trUMoments™ will define your heart as a leader to everyone around you. You can’t fake it. These moments happen many times each day and will test your ability to step back and act in the best interests of your people *and* your organization.

**Do you have leadership development needs for your team or yourself? Contact me. [Scott@thetrugroup.com](mailto:Scott@thetrugroup.com)**

©2014, Scott Patchin