

Leadership

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My Background

1984 Atlantic & Pacific Travel

1989 Gullivers Holidays

1991 Travelplan Holidays

1996 Jetset Holidays

1999 First Travel Group

2003 Rosenbluth Intl

2008 STA Travel

2016 Amadeus

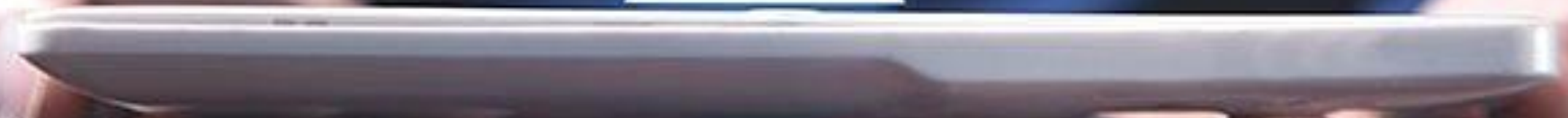
TODAY Travel USA



So, what's the difference

LEADERSHIP

MANAGEMENT



Leadership vs Management





15 leadership tips

1. Provide a clear vision, clarity of purpose, clear expectations and direction.
2. Think big picture; look and think forward - you cannot change what happened yesterday!
3. Focus on what you can control.
4. Be self aware - surround yourself with people who are either brighter than you OR have strengths that complement your weaknesses.
5. Be consistent - calm, fair, flexible, decisive, strong, goal focused, enthusiastic, empathetic NOT sympathetic.
6. Respect confidences and expect it in return - trust your people until they give you a reason not to
7. Everyone is different and you need to adjust your style to suit them ie. never demand or expect that they adjust their style to suit you
8. Develop 'how to influence others' OR identify those in your team that do influence others and influence them ie 25% / 50% / 25% principles.
- if the 25% of staff who are highly engaged with your leadership style can influence the 25% who aren't then that's OK
9. Delegate well - never ask someone to do something you are not prepared to do yourself..
10. Praise in public, criticise in private. NEVER accept praise for what someone else in your team has done. Let them shine when they do.
11. Focus on people's strengths and use them - stop trying to fix everyone's weaknesses.
12. Embrace succession planning principles for all key roles in the team - including your own!
13. Remain **POSITIVE** - you are directly responsible for the culture in YOUR team.
14. Remember **YOU SET THE TONE** and your attitude is contagious.
15. You manage the team **NOT** the other way round. Being 'liked' as the leader is a bonus not a goal!



Not all readers are leaders,
but all leaders are readers.

Harry S. Truman



10 steps to being a more successful leader

1. Self-awareness - *MBTI*
2. Not everyone is cut out for leadership, and that is OK
3. There are no right answers - *decisions are judgements*
4. Do what you think is right - *always*
5. Make fewer decisions - *empower the team*
 - You don't have to make all the decisions. Categorise your decision making into
 - A) Not negotiable / Company Directive / Health & Safety. Not open to discussion or debate ie. TELL
 - B) Important but not critical - especially when change is involved.
 - make sure you have a Plan **but** share it first with your influencers / discuss with your direct reports ie. SELL but be flexible
 - C) Not important - you don't mind either way ie. BRAINSTORM, let your direct reports / team decide
6. Make a decision and commit to it - *act or don't act but do something*
7. Execution is the #1 challenge - *big decisions require an action plan*
8. Harden up - *especially during tough times*
9. You will fail sometimes - *we never lose, we either win or we learn*
10. Life is short, have fun!

... and two final thoughts to finish up on ...

Nobody cares
how much you
know, until
they know how
much you care.

- THEODORE ROOSEVELT

TRUE LEADERS
DON'T CREATE
FOLLOWERS,
THEY CREATE
MORE LEADERS

Thank you