

Empowering staff and growing leaders

One of the most important functions of leadership is to grow and empower your staff. Day in and day out leaders at all levels tell me their function is to 'support' their staff. Support is probably one of the most overused words in the leadership vocabulary and yet everyone will have different ideas as to what support should look like.

Get clear about what support means to you as the team leader and what it means to each staff member.

Often leaders pride themselves on being accessible, on being there for their people –yet as leaders we must be careful not to create a culture of dependence, one in which people feel the need to check in all the time, rather than making decisions for themselves.



Our role as leaders is to help others to work independently. The support each member of staff needs will vary with their experiences, skill set, the nature of their job and their personality so it is essential that leaders get to know each person on the team as individuals.

Have a conversation to establish their gifts, interests, talents, knowledge, and experience. Ask them to identify which areas they are already confident about and where they would like some help – encourage them to define how you can best support them.

When someone seeks advice ask questions that facilitate their problem solving, coach rather than direct. Reward good ideas even if not necessarily appropriate for this situation

Rather than tell them the policy, ensure they look it up for themselves and identify any questions about its implementation. Make your team a learning environment where people are encouraged to get out of their comfort zone. Guard against over reliance on you as the team leader and encourage staff to support each other. Ensure more experienced staff mentor the new people. Identify the skills and experiences within your team and allocate projects that are aligned with their attributes.

Set your people up to succeed!

For more information on leadership skills please visit my website at

www.lynnpeyton.com/core