

The Four Cs of leadership: Communication, Consistency, Collaboration and Confidence

Regardless of circumstances, those of you who are working mainly or partly from home have adapted to that change of lifestyle and many are now experiencing some doubts about how best to manage the process of reintegration. Last week's article on paving the way for return to work generated lots of positive responses. Here are some guiding principles, the Four Cs, to assist you to demonstrate strong leadership as you support staff in this next phase.

Communication skills

While we spend a lot of time on conference calls, it is often only in the one to one interactions that we get a real understanding of individual issues and anxieties. Ensure as leaders that you make time to have individual discussions with every one of your direct reports and that they in turn talk to their people. Acknowledge insecurities and challenges -and ask staff for ways of working through them and supporting their capacity to play as full a role within the team as possible.

Consistency

Stay consistent with organisational purpose. The work has to get done and vulnerable others are depending on the services provided. Ensure staff are treated fairly and that challenges are discussed as transparently as possible. Staff benefit from hearing experiences of their colleagues and often respond to suggestions made by team members. Leaders have to be consistent across time and circumstances in their attitude to standards and rotas so that people know what to expect from them. While many people prefer to work in the office, the rota has to work for everyone and coming in when not scheduled, can compromise social distancing measures and undermine safety.

Collaboration

In larger organisations, it is essential that leaders collaborate effectively so that the service is consistent across teams and that the potential for either isolation or variations in practices does not develop. Collaboration also assists those less experienced leaders to check things out and learn from peers. Team unity is essential, and staff should work together within teams to find solutions that work for everyone.

Confidence

Leaders need to be confident in their role as this provides staff with certainty. Confidence comes from being prepared, anticipating and overcoming challenges, addressing issues when they are small, maintaining control of meetings, avoiding getting drawn into reacting or being defensive and learning how to deflect issues which have the potential to reduce energy or motivation, are all important aspects of leadership.

See www.lynnepeyton.com/blogs for other articles relating to leadership.

The strength of a positive attitude comes from spreading it around -Nido Qubein