

APPLICATIVE LEADERSHIP
Extra Credit on-line Course
Department of Business Administration
MODULE V



INSTRUCTOR

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SHARING & CARING LEADERS

Caring leaders is not just about the caring the organisation but caring their employees

Not concerned with the success of the company but also with the well being of the employees

Caring for your employees will directly affect your productivity, customer satisfaction, and employee engagement results



A smiling woman with long dark hair and glasses is positioned on the left side of the image. She is wearing a light-colored shirt and has her hand near her chin. The background is a composite image featuring a cityscape with numerous skyscrapers. Overlaid on the cityscape are several large, semi-transparent geometric shapes, including a large white chevron pointing right and several smaller triangles in shades of orange and yellow. The overall lighting is warm and bright.

SHARED LEADER

Shared leaders occur when there is two or more members engaged in leadership of the team in an effort to influence, direct and motivate the fellow members to maximise team effectiveness

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Three dimensions are the cornerstones of shared leadership

Shared purpose

Understand and appreciate collective goals

Social support

Provide emotional support to each other

Voice

Appreciate each team member's contribution

GAINING & GIVING RESPECT

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- **Give Respect**
 - **Show Your Work Ethic**
 - **Be Consistent**
 - **Be a Firm Leader**
 - **Admit Your Wrongdoings**
 - **Seek Out New Opinions**
 - **Recognize Successes**
 - **Seek Out Feedback**

6 Ways Leaders Gain Respect in the Workplace

-  **Show confidence in your ability to lead**
-  **Don't demand respect, EARN it**
-  **Listen to other's ideas**
-  **Remain humble**
-  **Lead by example**
-  **Communicate appreciation often**



Tips that can help you earn more respect

- ❖ Be kind
- ❖ Act respectfully
- ❖ Listen well
- ❖ Be useful
- ❖ Don't make excuses
- ❖ Let go of anger
- ❖ Be willing to change

Respectful Communication Skills

- ❖ Practice politeness, courtesy and kindness
- ❖ Listen graciously
- ❖ Avoid negativity
- ❖ Talk to people — not about them
- ❖ Don't over criticize
- ❖ Treat people equally
- ❖ Be emotionally empathetic
- ❖ Value others' opinions



SITUATIONAL APPROACH TO LEADERSHIP

Situational approaches emphasize the role of contextual factors and how they either influence leadership behavior directly or moderate the relationship between leadership and measures of leader effectiveness

Successful leaders who use the situational leadership approach influence team members in order to achieve the optimal strength of the team

**Situational Leadership model
addresses four types of
leadership styles, based on**

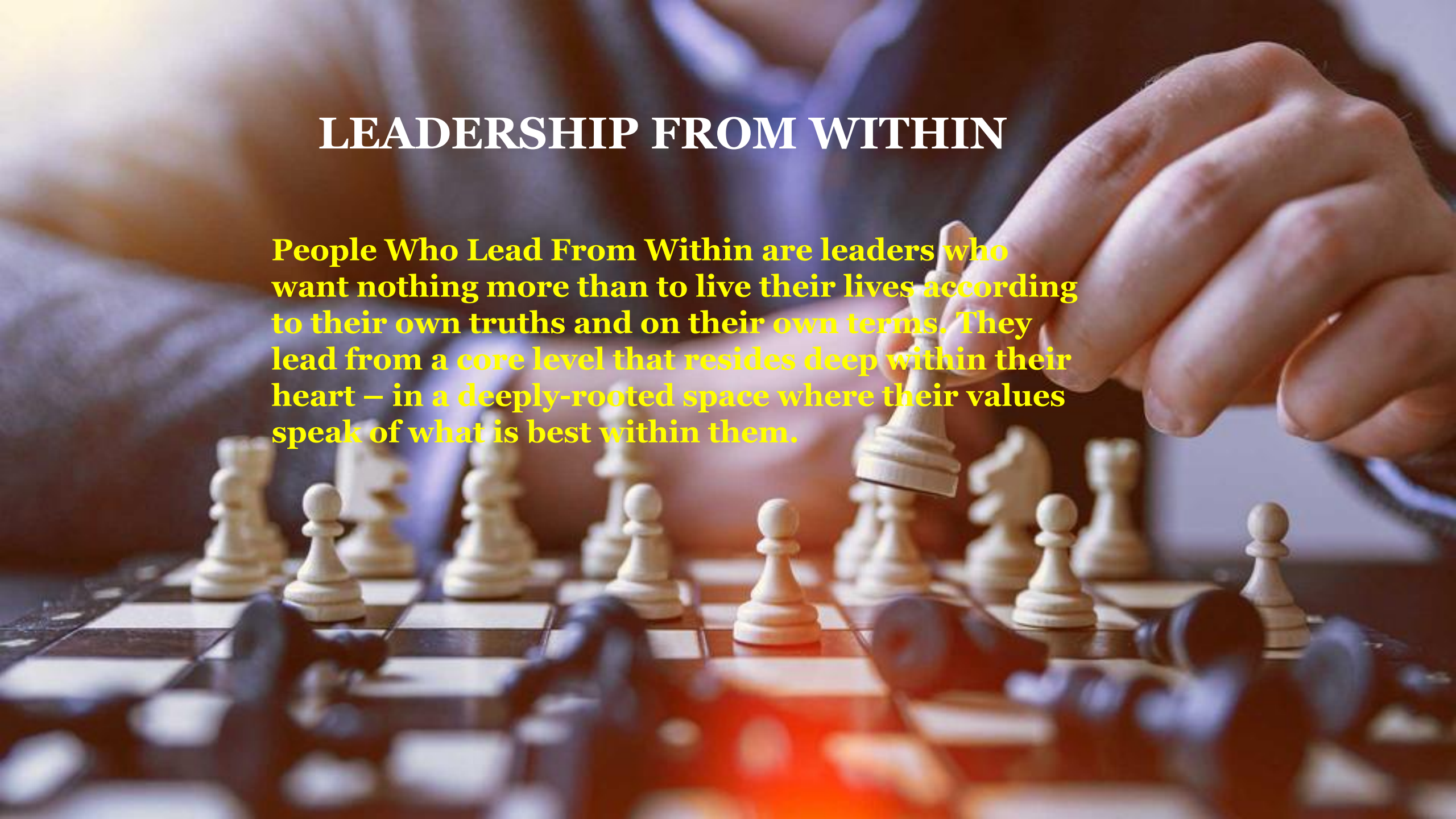
- ✓ **Telling**
- ✓ **Selling**
- ✓ **Participating**
- ✓ **Delegating**

5 Advantages of Situational Leadership

- ❖ **Adaptability and flexibility**
- ❖ **Less stress and burnout**
- ❖ **Simple, but encourages growth**
- ❖ **Comfortable work environment**
- ❖ **Individualized**

LEADERSHIP FROM WITHIN

People Who Lead From Within are leaders who want nothing more than to live their lives according to their own truths and on their own terms. They lead from a core level that resides deep within their heart – in a deeply-rooted space where their values speak of what is best within them.



Authentic leadership does not come from the outside in. It comes from the inside out. Inside-out leadership means becoming the author of our own story and the maker of our own history. All serious leadership starts from within.



TIPS TO LEAD A TEAM FROM WITHIN



- ❖ **Develop a Leader's Mindset**
- ❖ **Hold Regular 1-on-1s**
- ❖ **Set up Your Team to Get Results**
- ❖ **Create a Culture of Feedback**
- ❖ **Lead Your Team Through Change**
- ❖ **Manage Your Time and Energy**



CASE STUDY
THE ORDINARY HEROES OF TAJ HOTEL





On November 26, 2008, heavily armed terrorists launched a series of attacks throughout the western-Indian city of Mumbai (formerly Bombay). One of the locations attacked was the Taj Mahal Palace and Tower, which was occupied by the terrorists for over three days, resulting in the deaths of 34 people and 28 people injured. However, the Taj received praise in the aftermath of the attacks for the selfless actions of the staff in placing the safety of the hotel's guests before their own and working to save the lives of its guests. This case seeks to address how leaders develop a customer-centric organization, as well as how an organization saves its flagship brand after a crisis.

Source: Harvard Business School



THANK YOU

For feedbacks and queries

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