

Skill in Leading

“Leading” is influencing, guiding in direction, action, and opinion. Leadership is a connection with other people in which we make each other better and do something together that we could not have done alone.

Leadership Strategies

1. Develop a vision of where you want your team to go together. Write it down to help clarify, and pursue it with all you’ve got.
2. Practice quality communication. Keep everyone informed about changes that will affect them. Listen for not only words, but also for feelings, meanings, and undercurrents to better understand employees.
3. Praise each worker at least once a week...employees need to know if they are doing good work through acknowledgement and recognition.
4. Develop a passion...you can’t start a fire in your organization unless one is first burning in you.
5. Do the right thing! Stand up for a principle even when it is difficult, inconvenient or costly. Doing the right thing is a test of courage and results in integrity.



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Michigan Department of Energy, Labor & Economic Growth
MIOSHA/Consultation Education and Training Division
(517) 322-1809 • www.michigan.gov/miosha
MIOSHA/CET-0212 (Rev. 12/09)

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Continuous System Improvement

Thinking in terms of process is crucial to quality leadership

Step 1 Plan

Review the data.
Formulate possible improvements.
Problem solve.

Step 2 Do

Implement the improvement effort.
Use a small-scale test to implement.
Train those responsible for implementation.

Step 3 Study

Measure the results of the improvement.
Analyze the data collected.
Study to see if the process was improved.

Step 4 Act

If the result was a clear improvement, make the change permanent.
Standardize and document all actions.
If the result was not improvement, go back to Step 1.



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