



# LEADERSHIP RESOURCES

Leadership and Team Development Specialists



## The Company

Leadership Resources – a progressive management development consultancy on a mission to help businesses achieve their goals

## The Solutions

- Leadership Development
- Team Development
- Customer Service Development
- Key Account Management

## The Results

- Motivated Teams
- Focussed Leaders
- Effective Operations
- Profitable Clients

## Our Beliefs

We find that too many organisations recruit, train and promote people mostly based on their knowledge of “products” or “systems”. Too few individuals have been trained in “people” skills. These “soft” skills are crucial to get the best performance from people.

Typically, the main difference between a Team Member and a Team Leader (or Manager) is a weekend! You guessed it...a good team member is recognised for the job they do by being promoted to look after the team.....but without any development to take care of their new responsibilities that they now have for people. This is why they feel more comfortable still focusing on their old job rather than their new one. What they tend to struggle with are the people issues both individually and collectively.

This does not always stop there. Some people can rise to the top of the typical organisational hierarchy by relying on their well-developed functional knowledge and skills. When this happens, we find that the real big issues in a company are to do with communication (or rather the lack of it, or consistency of it), no clear direction, people not feeling valued, the workforce believing that their input is worthless, that they can't change anything, a lack of performance management, lack of opportunities and the development of a severe blame culture etc. We believe that the only true difference that any organisation has over its competitors are its people. Most products, services, prices etc. can be easily copied. But the attitudes given out by the people cannot be copied – and therein lies the heart of true competitive advantage. An organisation of lets say 1,000 people needs to try to harness the involvement of all 1,000 people, not just the top 10 or 20 seniors.

The old differentiators of cost control, quality, reliability etc. are now just the qualifiers of today. Differentiation is now about autonomy, raised expectations, interdependence, performance, learning and teamworking. This should be set against a culture of vision, strong values, trust, motivation, coaching and mentoring. The stewardship of these issues is vital to all businesses. Leadership Resources assist organisations to develop their company culture to achieve their objectives. We also know it's not easy – in fact we think it's hard work. We would relish the opportunity to work with you.

***"There are two kinds of people, those who do the work and those who take the credit. Try to be in the first group; there is less competition there" (Indira Gandhi)***