

Common Leadager Characteristics & Their Definitions

Leadager Characteristic	Definition
Empathy	The ability to understand the emotional makeup of other people; skill in treating people according to their emotional reactions.
Self-Awareness	The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.
Self-Management	The ability to control or redirect disruptive impulses and moods; the propensity to suspend judgment, to think before acting.
Social Awareness	The ability to accurately notice the emotions of others and “read” situations appropriately.
Relationship Management	The ability to take one’s own emotions, the emotions of others, and the context to manage social interactions successfully.
Motivation	A passion to work for reasons that go beyond money or status; a propensity to pursue goals with energy and persistence.
Ask what needs to be done now	Once you know what must be done, identify tasks you’re best at, concentrating on one at a time. Delegate others appropriately. After completing a task, reset priorities based on new realities.
Ask what’s right for the enterprise	Don’t agonize over what’s best for owners, investors, employees, or customers. Decisions that are right for your enterprise are ultimately right for all stakeholders.
Develop action plans	Devise plans that specify desired results and constraints (Is the course of action legal and compatible with the company’s mission, values, and policies?). Include check-in points and implications for how you’ll spend your time. And revise plans to reflect new opportunities.
Take responsibility for decisions	Ensure that each decision specifies who’s accountable for carrying it out, when it must be implemented, who’ll be affected by it, and who must be informed. Regularly review decisions, especially hires and promotions. This enables you to correct poor decisions before doing real damage.
Take responsibility for communicating	Get input from superiors, subordinates, and peers on your action plans. Let each know what information you need to get the job done. Pay equal attention to peers’, subordinates’, and superiors’ information needs.
Focus on opportunities, not problems	You get results by exploiting opportunities, not solving problems. Identify changes inside and outside your organization, asking “How can we exploit this change to benefit our enterprise?” Then match your best people with the best opportunities.

Run productive meetings	Articulate each meeting's purpose. Terminate the meeting once the purpose is accomplished. Follow up with short communications summarizing the discussion, spelling out new work assignments and deadlines for completing them.
Think and say "we," not "I"	Your authority comes from your organization's trust in you. To get the best results, always consider your organization's needs and opportunities before your own.
Good leaders create other leaders	The best leaders ask what they can do for my team, not the other way around. And they recognize the potential in others, foster it, and delegate with support to create more autonomous leaders.
Build trust	Tap into the four types of trust (sincerity, reliability, competence, and care) to build and maintain strong relationships. Remember that trust is a choice.
Think upstream	Upstream efforts aim to prevent problems from happening and to explore what the true cause of the issue is before attempting to solve.
Create psychological safety	People need to feel safe to express themselves without fear, explore unknown possibilities, and even fail with the understanding that failure is a valuable experience to be shared and learned from.
Embrace curiosity	Genuinely ask thought-provoking and open-ended questions you don't know the answers to in order to grow and explore what you don't know you don't know.
Actively listen	This is a check on whether you understand the person's meaning correctly and also communicates that what they are saying is valuable to you. "Real listening is a willingness to let the other person change you." ~ Alan Alda
Create and honor healthy boundaries	Recognize and appreciate the role of healthy boundaries in relationships while creating and maintaining them and encouraging others to do the same.
Maintain accountability	Accountability is a necessary tool for any effective relationship and one must do so with objectivity, fairness, clarity, and consistency.
Exercise promise management	When it comes to action items, promise management is simply ensuring clarity around who will do what by when?
Embrace healthy conflict over unhealthy peace	Engage – don't confront – with others in necessary, though sometimes difficult, conversations with the understanding that this is without judgment and for the betterment of all stakeholders.
Honor autonomy	Build a relationship with your colleagues and trust in them to do what needs to be done. If they need support, teach them they <i>why</i> and the <i>how</i> so they can do it for themselves in the future.
Make small consistent efforts	Break up large goals into smaller, manageable, objectives that are clear, time-sensitive, and achievable.

Effective time management	Spend around 80% of your time on the 20% most critical work. This requires you to understand your priorities and develop a method that works for you to engage in that critical work effectively.
Value praise	Spend around 80% of your time and energy on praising while only 20% on critique.
Prioritize based on values	Know what the fundamental and non-negotiable values are that guide the initiatives toward their ultimate goals and focus priorities on the factors that align with those values. Do not be swayed by potential impact at the cost of values.
Transparency and vulnerability	Be transparent, honest, and vulnerable with your team to humanize yourself, connect with others, and establish a culture of trust and growth.
Perspective	Focus on direction, not speed. Be able to take a 30,000-foot-view of the situation to understand where it fits in the grander scheme of where you are and what you're doing.
Open-minded	Actively seek out the valuable perspectives of others, which differ from yours, to obtain quality data in making key decisions.
Walk the talk	Inspire others to uphold high standards without resorting to micromanaging by leading by example.
Genuinely care	Genuinely care about the wellbeing and growth of your team. Check in with them regularly, offer support when needed, and offer opportunities for growth when appropriate.
Create and honor your circle	Think carefully about the people you surround yourself with and how those perspectives are greater than the sum of their parts. Remove people from your circle who detract from the value.
Provide effective feedback	Provide clear, frequent, and effective feedback by anchoring the feedback in an objective situation and behavior, then share the subjective impact of the behavior. Genuinely invite feedback and engage in conversation which ends in an agreed upon request of the leader to either continue, stop, or change a behavior. Allow the other person to agree, disagree (and co-create the request), or respond by a certain time after consideration.
Ever-Learning	Be in a state of lifelong learning, always seeking to improve and educate oneself in your ever-changing environment.
Teaming	Gather experts from far-flung divisions and disciplines into temporary groups to tackle unexpected problems and identifying emerging opportunities.
Direction-Setting	Clearly illustrate the vision and set the direction. Frame key questions and issues to define problems and find solutions.
Agility	Cope with rapid change and learn fast.