

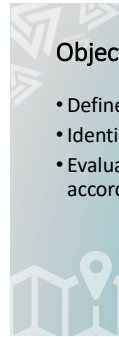


The Key Performance Indicators of a Successful Leader

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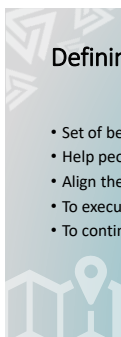


Objectives

- Define Key Performance Indicator (KPI)
- Identify the four categories of KPI in leadership
- Evaluate the professional success of leadership according to KPI's




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Defining Leadership

- Set of behaviors
- Help people
- Align the collective direction
- To execute strategic plans
- To continually renew an organization.




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Transient Change!

Where Leadership LIVES!



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Let's Undefine Leadership!

- Leadership might be more usefully understood as a process
- Association between the individual and organizational engagement with time, culture and change
- Differs from management's relationships with these processes.
- Leadership creates a vision of an organization
- Management maintains it.

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Strategic Leadership Changes the Present in Order to Create A Future

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Change Management or Leadership?

- Management devises strategies to stay the same...BUT
- Do it Better
- Improve Quality
- Reduce Costs
- Improve Efficiency

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Leadership and Change Management

- Transient Change
- Old strategies no longer work
- Culture or structure no longer works
- Comfortable with unpredictable results

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Key Performance Indicator (KPI's)

- Key performance Indicators are the key factors which help in assessing the present situation and performance of a business, individual or organization and aid in prescribing a probable future course of action.
- KPIs are specific, measurable and in accordance to the time frame and depend upon the nature and strategy of the organization.

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KPI Categories in Leadership

- KPIs in Leadership can be classified into 4 categories
 - People Initiatives
 - Collaboration Initiatives
 - Broad Organizational Initiatives
 - Professional Success Indicators

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People Initiatives

- Describe the measures which a leader-manager takes to enhance employee or member engagement.
- Reduce Turnover
- Improve Safety
- Succession Planning
- Employee Effectiveness

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Engagement

- New leaders, employees and members expect increased access and communication to those "at the top."
- Less of a vertical structure of bottom up or top down, greater sense of involvement and trust in leadership
- Transparency and knowledge-promotes and sustains a culture of positive decision-making systems
- Knowledge management externally focused-identify, capture, organize and distribute information to help others do what they do well, not about operations.

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Engagement will...

- Reduce turnover
- Improve safety-including the feeling of well-being, inclusion and psychological safety
- The interactions help leaders not only build trust, but build confidence and nurture future leaders-succession planning
- Promotes a focus on effectiveness (outcomes) rather than activities or efficiencies (operations)- management evolves into leadership!

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Collaboration Initiatives

- The factors which describe the initiatives taken by the leader for improving collaboration and flow of information in the organization.
- Collaboration with shareholders
- Information Sharing
- Problem Solving Time and Consensus Building Exercises.

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Engagement promotes Collaboration

- Shareholders, stakeholders, members, employees, customers
- Communication should not be limited
- Check-in meetings, emails
- Summarize problems, progress and next steps-on-going process
 - What do you know about each group? (Stakeholders)
 - What do you know about realities and the evolving external environment?
 - What do you know about the capacity of what you can handle?

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This all leads to...

- Effective problem solving
 - Collecting data
 - Acting on data
 - Information sharing
- Wants, Needs and Preferences
 - Not opinion, unfounded beliefs, personal prejudices, whims or delusions
- Rational, verifiable information!
- Builds consensus!

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Broad Organizational Initiatives

- Help design the future direction of the organization
- Goal Achievement- Outcomes
- Key Processes
- Change Management
- Evaluation and Assessment
 - Follow up and accountability
 - Tell your members/employees what has been successful



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Professional Success Indicators

- Indicate the power, influence and knowledge of the leader.
- Qualification level
- Experience Level
- Successful Projects Undertaken
- Industry Contacts of a leader-manager.
 - Networking



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Evaluation and Assessment

- Quantitative measures
 - How many people are engaged?
 - What items have been accomplished, activities?
- Qualitative measures
 - Engagement, attendance and feedback



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KPI

Informed, Interested, Involved, Inspired...
INTEGRITY!



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