Leading without Authority

*Leadership through Strategy & Vision*

PRESENTED BY: **ServiceElements™**
Bob Hobbi
Leadership Basics

Who exercises leadership in your organization?

a. CEO and executive management team
b. Division and group-level managers
c. Employees
d. All of the above

Leadership is exercised primarily through…

a. The organizational chart
b. Individual actions
c. The implementation of processes/procedures
Leadership

• VIDEO
## Personal Leadership Assessment

<table>
<thead>
<tr>
<th>Words to Describe An Effective Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Words to Describe My Strengths</strong> as a Leader:</td>
</tr>
<tr>
<td><strong>Words to Describe My Challenges</strong> as a Leader:</td>
</tr>
</tbody>
</table>

**Hint:** ‘Boss’ and ‘Leader’ are not the same thing.
Why is being a service leader important for YOU?
Why is YOU being a service leader important?

✓ …Safety Focus = Avoid accidents (accidents on airport ramps cost the aviation industry worldwide an estimated $10Billion/year
✓ …Creates Accountability
✓ ...Consistency in Service
✓ ... Employee Retention
✓ …Brand Recognition
✓ ....Moves Company Forward

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What Gets in The Way of You Being a Service Leader?

Being Positive in a Negative Situation is not Naïve….it’s Leadership
Video
Hazardous Attitude

- **Anti-Authority** - *No one tells me what to do!*
- **Impulsiveness** - *Do something quickly, anything*
- **Invulnerability** - *It won’t happen to me*
- **Macho** - *I can do it!*
- **Resignation** - *What’s the use*
Understanding…

... WHAT is right NOT

WHO is right…..
Understanding…

- Understand why people do what they do
  - (Beyond your control)
- Predict your performance
  - (In your control)
- Control your performance
  - (In your control)
What Gets in the Way of Service Leadership (within our control)

- Did NOT Follow Instructions
- Used wrong equipment or equipment that needed repair
- Did NOT look
- Did NOT listen
- Did NOT recognize limitations
- Did NOT pay attention
- Bypassed/Ignored a rule or procedure
- Failed to use safeguards (ex. Protective equipment)
- Did NOT think of consequences…….
Situational Awareness

VIDEO
Situational Awareness

“An accurate perception of the operational and environmental factors which affect the aircraft, pilot, passengers and job I am doing during a specific period of time.”

• Fixating on one thing

• Complacency
Maintaining Good Situational Awareness

Critical Success Factors:

• Knowledge (plus experience/training)
• Attitude
• Personal health
• Team coordination
• Inquiry
Fatal Assumption?

“Everyone knows the policies and procedures and will comply.”
Wrap Up
Thanks You for Attending!!