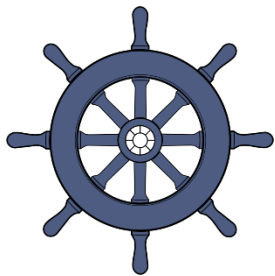


Aboard the Leader-Ship

This class will give you tips on how to be part of the crew that successfully steers your co-op ship on the journey to paradise. Learn some of the on-deck management techniques that will help you avoid those icebergs and become the flagship within the fleet of co-ops. Don't be the co-op anchor, enjoy being part of the crew through teamwork and "co-op"peration.

ALL ABOARD!!



NAHC 57th Annual Conference
October 25-28, 2017
San Antonio, Texas



Keys to Becoming an Effective Leader

- Communication
- Be respectful of others
- Knowing what to avoid when being a leader
- Dealing with difficult members
- Planning / Organizing
- Enjoy what you are doing



Communication

- Clear, accurate and timely communication builds trust among the members
- Be aware of the non-verbal communication
- Be a good listener, don't jump to conclusions
- Written communications
 - Use a professional and courteous tone
 - Be direct and to the point
 - Always proof-read
- Verbal communications
 - Obtain an interpreter if necessary
 - Be aware of the "Tone" of your voice
 - Be aware of body language



Be Respectful of Others

- Respect is the cornerstone of effective leadership.
- Treat others the way you would want to be treated.
- Sometimes it is necessary to respectfully agree to disagree.
- One of the most sincere forms of respect is actually listening to what another has to say.
- Remember fair housing principles: what you do for one, you do for all.
- Set boundaries – make sure others understand them.



What to Avoid When Being a Leader

- Authority vs Power
- Taking things personally
- Hoarding of information
- Trying to please EVERYONE
- Having extended hours
 - Overwork causes burnout
- Not being able to delegate
- Micro-managing
- Spreading confidential information



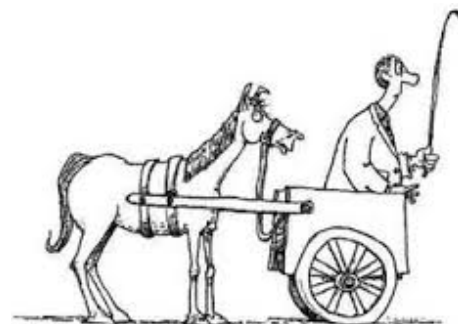
Dealing with the Difficult Members

- Don't take things personally – Nobody can make you feel inferior without your consent.
- Conflict is a normal reality of human interaction.
- Most conflict is caused by communication failures, particularly listening.
- The need to be right is, almost invariably, a primary contributor to any conflict.
- People who seek drama in their lives are needing attention.
- Personality differences.



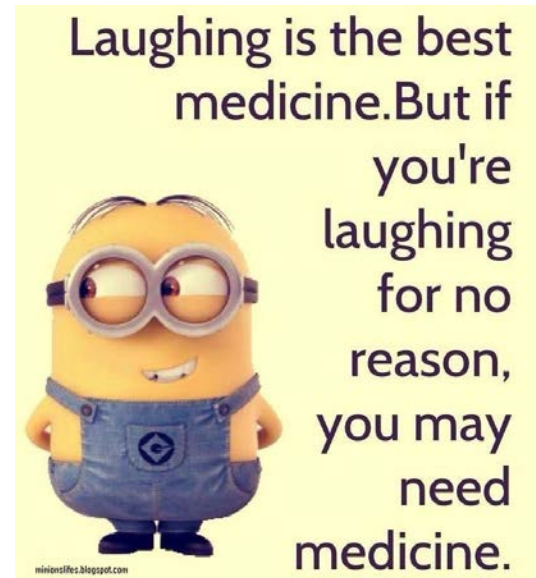
Planning and Organizing

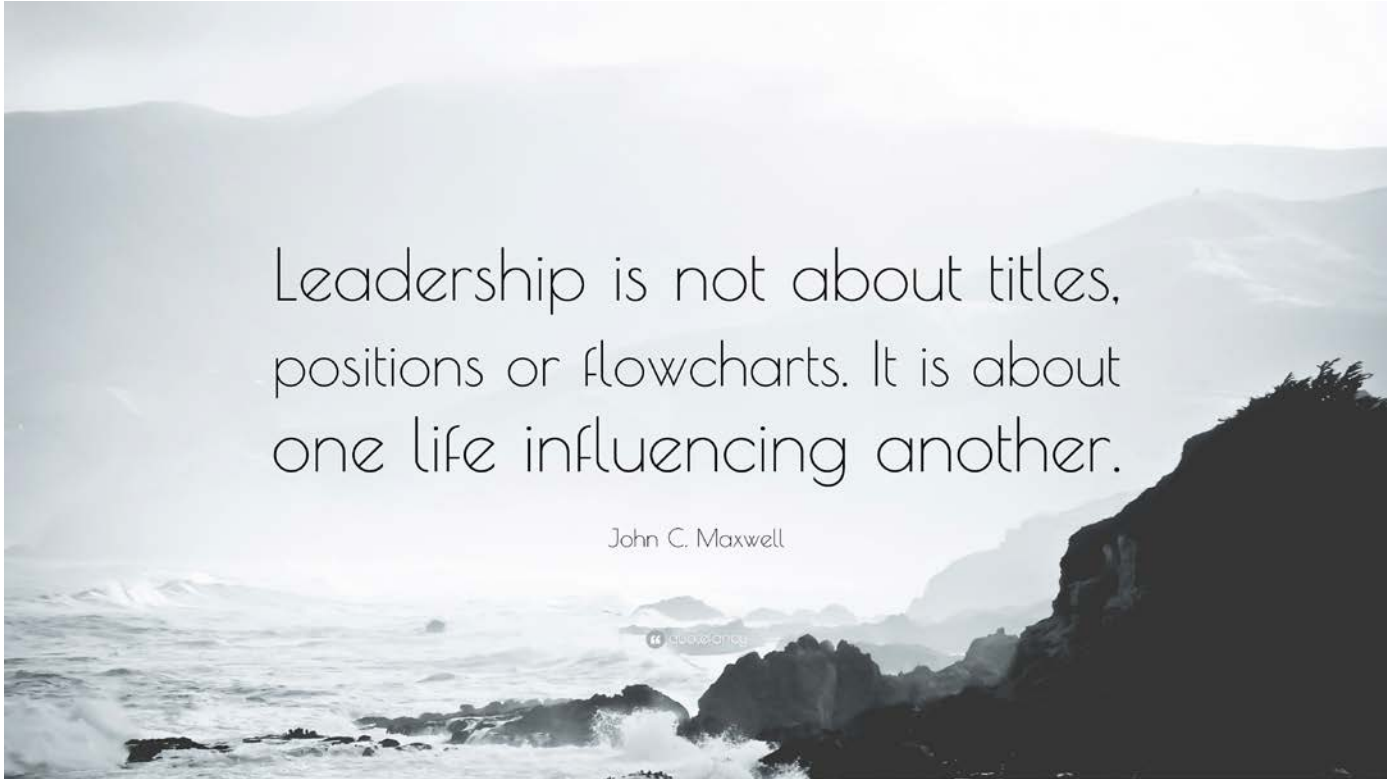
- Make lists to stay organized.
- Understand what really needs to be done.
- Prioritize what really needs to be done.
- Follow the procedures and ask for help when necessary.
- Use the resources available – procedure manuals, house rules, bylaws, industry trainings.
- Learn to delegate – realize others may do tasks differently than you would have.



Enjoy What You Are Doing

- “*Leadership Sets the Tone.*”
- In your co-op, volunteer only if you really want to do the job.
- If you are having a bad day – give yourself a break.
- A person who feels appreciated will always do more than what is expected.
- Have a sense of humor.
- Lead by example.
- Stay *positive* and stay *focused*.
- As a leader you have the opportunity to make a positive impact on the people around you, you can help people and organizations grow.





Leadership is not about titles,
positions or flowcharts. It is about
one life influencing another.

John C. Maxwell

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