



Leaders and Managers: The missing link

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Prelude

Human behavior reflects the way humans act and interact. It is based on and influenced by several factors, such as **genetic make-up, culture, individual values,** and **attitudes.**

In a gathering of more than one person within **a given environment,** their individual behavior system plays out. As a unit head, understanding of human behavior and optimization to achieve organizational goal defines you as a LEADER or MANAGER.

This presentation is structured to highlights the deliverables of Leaders and Managers approach in human resource optimization and the missing links in their approach.

“Missing link is something that is necessary to complete a series or solve a problem”

Key Take-Away

- Understanding the role of a Leader and Manager in delivering TEAM's mandate and profitability
- Calibration of individual bias in Leadership and Management role
- High-grade the role expectations to deliver premium human performance and productivity
- Self-check on current challenges and improvement opportunities

The Challenge

Team deliverable hinge on
the organizational style of
the focal contact

People Leadership and Management Skill Framework

In a workplace, the focal contact in interacting with the Team should demonstrate soft skills on:

Empowering the Team

- Provide knowledge and resources to perform the assign task
- Offer constructive feedback and encourage skill-building
- Flexibility on workflow adjustment
- Support in managing challenging tasks



People Leadership and Management Skill Framework

Active Listening

- Maintain eye contact and offer verbal and nonverbal cue to indicate engagement and understanding
- Provide summary of the content
- Ask follow-up question to register understanding
- Emphasize with their experience



People Leadership and Management Skill Framework

Conflict Resolution

- Analyze the situation and identify what the causes of the conflict
- Mediate to gain compromise or collective understanding
- Monitor situation to prevent reoccurrence



People Leadership and Management Skill Framework

Flexibility

- Know when to be flexible and firm to workflow adjustment
- Review for optimization of output based on individual or group preference
- Coach on improvement strategy



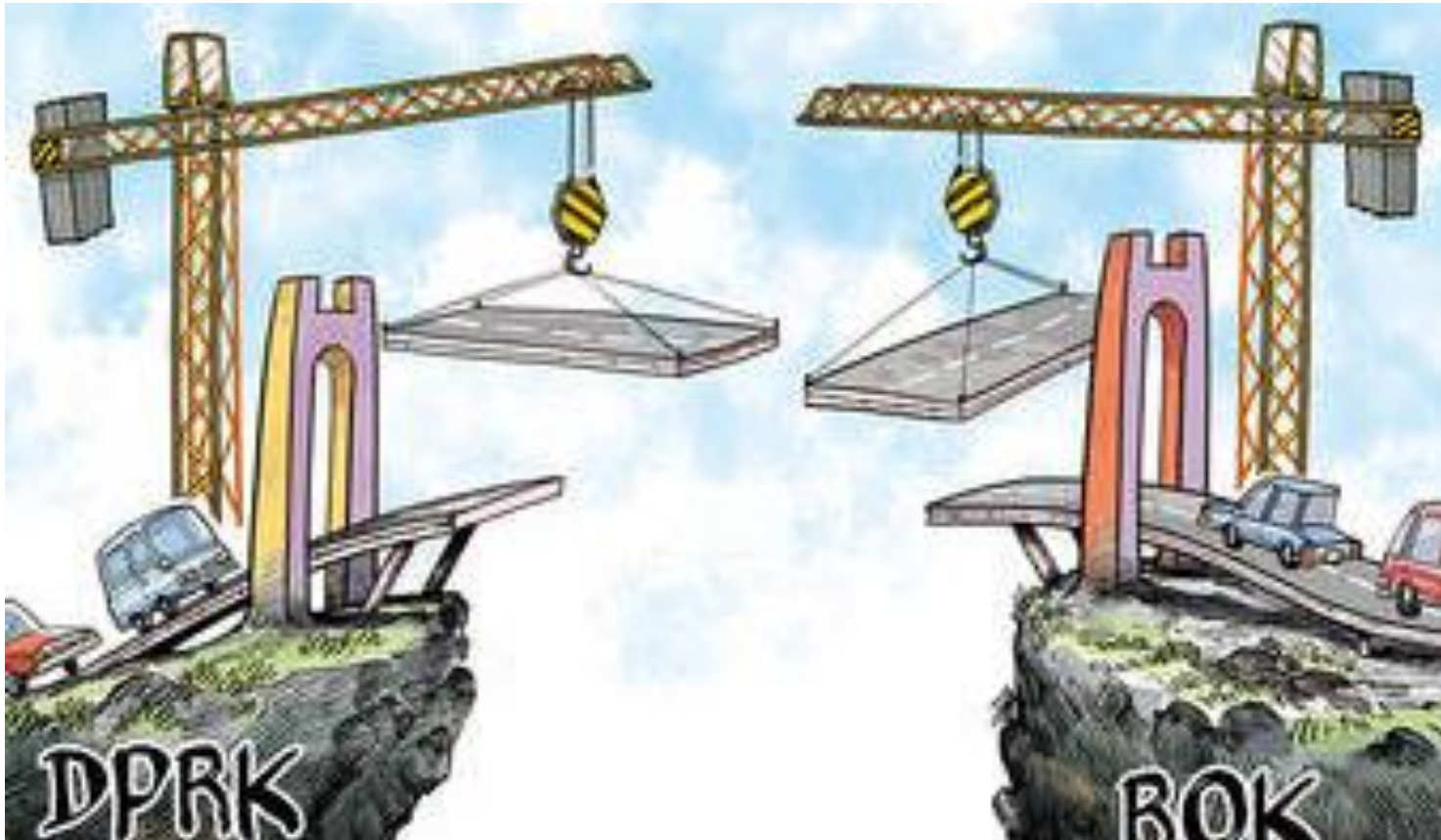
People Leadership and Management Skill Framework

Patience

- See through the lens of others
- Evaluate content in unbiased way
- Demonstrate positive attitude
- Review thoughts from a trusted source



People Leadership and Management Skill Framework



Clear Communication

- Use clear and simple language in communicating the information
- Consider message reversal to minimize common barriers
- Encourage clarifying question to ensure understand the information intent



People Leadership and Management Skill Framework

Trust

- Develop trust on the team performance
- Demonstrate trust via your technical skill
- Promote trust through constructive feedback on performance and work quality

People Leadership and Management Skill Framework

Organization

- Office setup
- Prompt response to request and approval
- Maintain calendar to track deadlines
- Focused meeting management and deliverables
- Task assignment based on individual or Team competency





Where do I need HELP

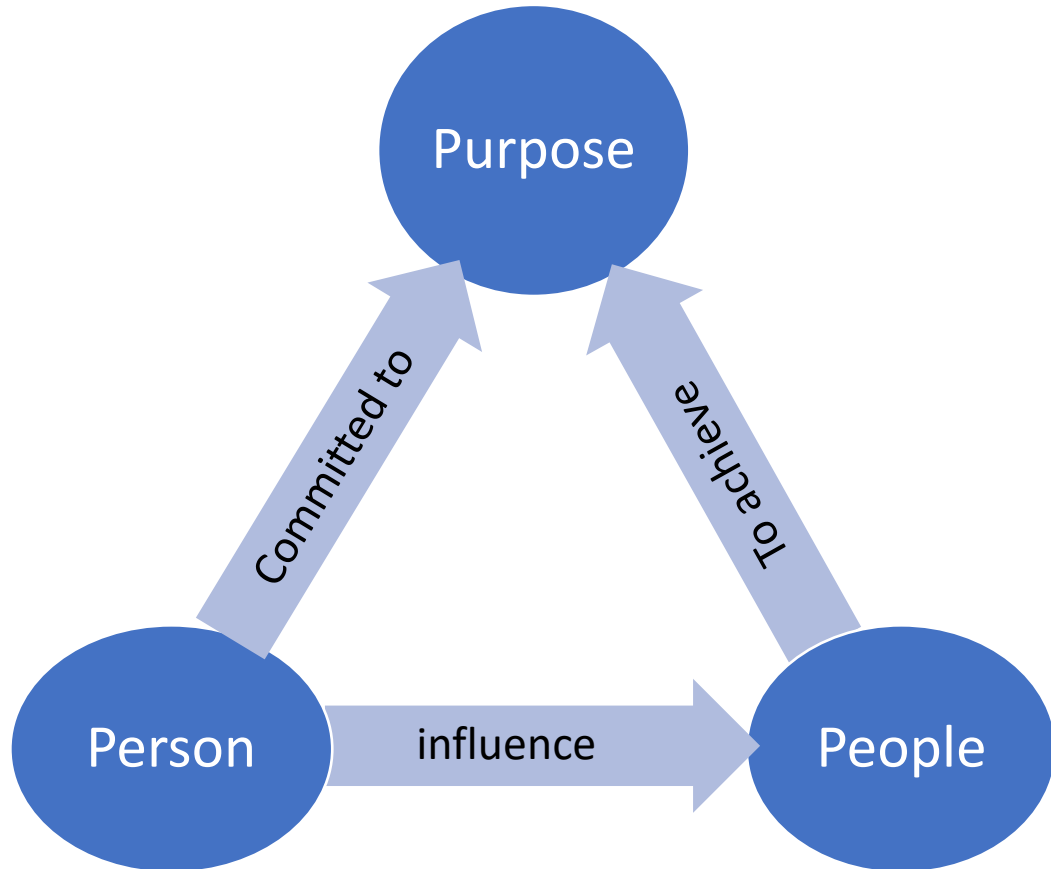


Wrong Leadership and Management Style Hurts Everyone

The Results

- Lower Productivity
- Poorer Quality Work
- Dramatically increased turnover
- More issues with theft and absenteeism
- **Reduced Profitability**

Leader is a person who influences a group of people towards the achievement of a goal.
Leader may not possess or display power



A great leader's unique achievement is a human and social one which stems from his understanding of his fellow workers.



Manager is a person responsible for getting the work done through others. Manager has the power to hire, discipline, and fire

Beyond the soft skill framework highlighted, Manager should have knowledge in:

Critical Thinking

- Focus on the BIG picture
- Drives goals and objective

Finance

- Familiar with numbers

Project Management

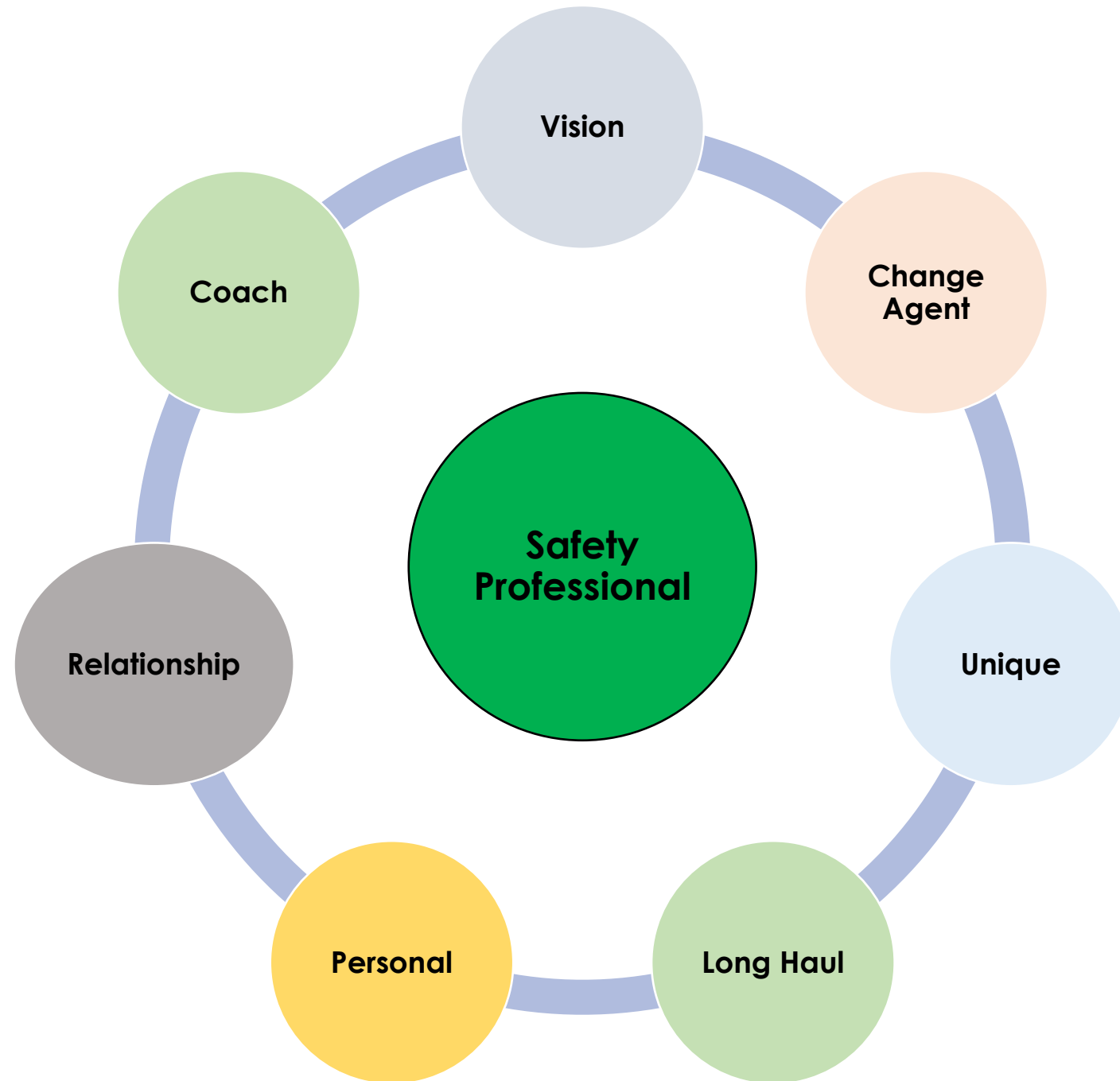
- Resource & materials optimization

Leaders vs Managers

- ❖ Leaders **create a vision**, managers **create goals**
- ❖ Leaders are **change agents**, managers **maintain the status quo**
- ❖ Leaders are **unique**, managers **copy**
- ❖ Leaders are in it for the **long haul**, managers **think short-term**
- ❖ Leaders **grow personally**, managers rely on **existing proven skills**
- ❖ Leaders **build relationships**, managers **build systems and processes**
- ❖ Leaders **coach**, managers **direct**

A 3D rendering of a white puzzle with one red piece missing, symbolizing a missing link. The puzzle pieces are arranged in a grid, and the red piece is the only one of its color, standing out prominently. The text "The Missing link" is overlaid on the red piece in a white, sans-serif font.

The Missing link



Safety Professional as a LEADER



Safety Leadership Style

- ☐ Transformational
- ☐ Transactional
- ☐ Servant

Effective safety leadership is also about maintaining a balance between caring and controlling (Bass, 1999).

Safety Leadership Approach

- ❖ Disruptive
- ❖ Ecclesiastic
- ❖ Fear Factor

Our behavior influences workplace injuries and accidents

What is the missing LINK?

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graph TD; A[What is the missing LINK?] --- B[Safety Professionals are natural Leaders]; A --- C[Safe work practices boost staff morale]; A --- D[Safety reduces medical cost, asset replacement compensation, insurance, public negative exposure];
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Safety Professionals are
natural Leaders

Safe work practices
boost staff morale

Safety reduces medical
cost, asset replacement
compensation,
insurance, public
negative exposure

**Structurally designed behavior-based safety delivers annual
return investment and profitability of the organization**



Questions/Comments