Intervention- Divine or Direct; The traits of true leadership.

Presented at the ASSE 2016 PDC

By

Wale Bakare  MASSE, SIIRSM, MISPoN
WHAT IS AN INTERVENTION?

“An intervention is a deliberate process by which change is introduced into peoples' thoughts, feelings and behaviours.” – Hazelden Betty Ford Foundation
WHY INTERVENE?

An intervention becomes necessary when things are no longer following a predetermined or logical sequence and it is obvious that if left to continue unchallenged, the desired outcome will not be achieved.
Divine intervention or miracle is a term used to describe God’s active involvement in the human world. This happens as a result of prayers though more often than not, it just happens, without rhyme or reason.
DIRECT INTERVENTION

Direct intervention brings about change in human behaviour by compulsion or in ways that do not require decision making on the part of the individual. When Organisational OHS performance is failing to the extent that an intervention is required, Direct intervention is always preferred to the Divine.

<table>
<thead>
<tr>
<th>Intervention Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eliminate choice</td>
</tr>
<tr>
<td>Restrict choice</td>
</tr>
<tr>
<td>Guide choice by disincentives</td>
</tr>
<tr>
<td>Guide choice by incentives</td>
</tr>
<tr>
<td>Guide choice by changing the default policy</td>
</tr>
<tr>
<td>Enable choice</td>
</tr>
<tr>
<td>Provide information</td>
</tr>
<tr>
<td>Do nothing</td>
</tr>
</tbody>
</table>
Successful Direct Intervention requires leadership. It is easy to reel off dozens of traits an effective leader should have. Volumes of books have been written and the 3 days of this Conference would be inadequate to truly interrogate this topic from all perspectives. I have consequently narrowed it down to 7 qualities without which a leader would not succeed in the task of intervention.
EMOTIONAL STABILITY

Life is 10% what happens to you and 90% how you react to it. – Charles R. Swindoll
An Effective leader must be emotionally stable. He should be able to cope with frustration, stress, and very importantly, disappointment. When it is all going wrong, he must be able to control his emotions. Overall, he must be subsume his personal feelings such that he is able to make a reasoned response rather than simply reacting to situations as they develop. He must be well-adjusted and have psychological maturity.
Flaming enthusiasm, backed by horse sense and persistence is the quality that most makes for success – Dale Carnegie
• Enthusiasm is very often quite infectious. Effective leaders bring energy to the led with the amount of enthusiasm they bring to the project or mission. The Leader should be seen as active, expressive, and energetic. He must bring optimism to the team. His recurring mantra should be “if you think we will succeed, we will. If you believe we wont, you are also right”. His enthusiasm serves as a bulwark against disappointment and every new challenge is nothing more than another stepping stone to success
When you show deep empathy towards others, their defensive energy goes down, and positive energy replaces. That’s when you can get more creative in solving problems – **Stephen Covey**
Empathy is the quality of being able to "put yourself in the other person's shoes" and this is a key characteristic of today’s leaders. You need empathy to build trust. Your subordinates or team members can recognise the difference between pity and empathy. They will recognise your empathy and will trust you. They will not appreciate your pity and do not need it.
HONESTY

Honesty is the first chapter in the book of wisdom – Thomas Jefferson

Honesty is the best policy – Benjamin Franklin
Great Leaders hold themselves up to very high ethical and moral standards and are not ashamed to admit it when they make mistakes. A great leader will be honest with his team about their situation, admitting responsibility for mistakes made before proffering solutions. When your team recognise your honesty in relating with them, they are more likely to be equally honest in their relationship with you and with each other.
To effectively communicate, we must realise that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others. – Tony Robbins

The single biggest problem in communications is the illusion that it has taken place – George Bernard Shaw
Great leaders put a lot of stock in their communication skills. It is one thing to know what you want to achieve, it is another thing to be able to communicate your vision to your team. If you are met with vapid looks when communicating with your team, then you need to examine yourself. It is not necessarily the message that is not working. It could be the way it is being delivered.
Influencing new members of the team and changing the thinking of old members towards creating a productive and conducive work environment depends on having healthy lines of communication. Good communication increases trust and in the leader and translates to better productivity.
CONFIDENCE

Believe in yourself! Have faith in your abilities! Without a humble but reasonable confidence in your own powers you cannot be successful or happy – Norman Vincent Peale
A key leadership trait is the ability to keep your head when everyone around you is losing theirs. As a leader, you should inspire confidence in the troops at all times. No matter the situation – panic is not an option! There will be days when things are not going right, when the future looks bleak and murky. At such times, the team look up to the leader to inspire and assure that it will be well. This can be communicated in no better way than through the body language of the leader. As the leader, by staying calm and confident, the leader will help keep the team feeling the same.
Desire is the key to motivation, but it’s the determination and commitment to unrelenting pursuit of your goal – a commitment to excellence – that will enable you to attain the success you seek – Mario Andretti
Probably the most outstanding trait of the great leader is commitment. The leader that expects his team to work hard and produce quality content needs to lead by example. In times of crisis, there is no greater motivation than seeing the boss down in the trenches working alongside everyone else, showing that hard work is being done on every level. Commitment earns the Leader the respect of his team and also instils that same energy among the crew. It’s vital to show commitment not only to the project at hand, but also to promises made.
THANK YOU
VERY MUCH!