

# Top Leadership Tips

## Volume 1



How to enthuse people, inspire change  
and succeed as a leader  
with a lot less struggle and effort

**Kerrie Mullins-Gunst**

More free resources available at

<http://kmgconsulting.com.au>

<http://leadershipskillcenter.com>

<http://leadingwell.com.au>

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## Welcome to my Top Leadership Tips

### **Are you struggling to get all the results you want and need from your people?**

Does it sometimes seem that the more people you have working for you, the more you have to do yourself? Is every change you try to implement just resisted? Are you having trouble eliminating the urgent so you can work on what's important?

Are you so caught in today's crises that you can't focus on future issues? Is your business or your team lacking direction, focus or a clear and effective strategy? Do you need to encourage and keep your best employees while you guide and challenge the others to grow into stars?

**Are you ready to change, to move beyond management to leadership**, and to fulfill your potential, as well as that of your team and your organization?

**Well, you're not alone.**

**Hi, I'm Kerrie Mullins-Gunst of KMG Consulting. And yes, there are proven, effective ways you can lead your people, and your organization, to exceptional results.** When you use them, you'll enthuse people, inspire change and succeed as a leader with a lot less struggle and effort.



Since 1993 we've mentored and helped good managers to become better leaders. We've identified the skills that leaders need, studied the reasons some succeed while others fail and investigated what success really means. When you need to lead, we know what works.

To help you develop the knowledge, skills, attitudes and behaviors leaders need, this collection of some of our best articles comes complete with exercises so you can apply the core ideas to your own situation. We hope you enjoy it.

Kerrie Mullins-Gunst

*If you would like to work on your leadership skills with Kerrie in person, you could have Kerrie speak to your group or convention, or you might sign on for a seminar or for one of her cutting edge leadership development programs. Visit our website at <http://kmgconsulting.com.au> for more information.*

## **The Leader's Gift of Presence**

All good leaders have a certain presence. In good times a leader's actual presence may be replaceable with a sort of 'virtual presence': representatives, newsletters, staff bulletins, email communications or even media appearances may all substitute for being personally present.

But when things are not going so well, when staff cuts loom, a crisis strikes or uncertainty is in the air, nothing can substitute for a leader's real, live, actual presence. Sometimes you just have to be there. You have to lead in person.

**Meet with your staff, tour the site of the disaster, see the damage which has occurred, touch people, listen to their stories, offer empathy and demonstrate your understanding. To do these things, you have to be present.**

Your actual presence has both symbolic and real power to begin the recovery process.

You can't send a representative. There is no more important place to be. There is nothing more important to be done. Especially when things go wrong, your presence is required.

### **Quote of Note**

*"Strange as it sounds, great leaders gain authority by giving it away."*

James B Stockdale

### **Key Questions to Consider**

1. Are you always 'there' when you need to be?

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2. Are you really 'there' (that is truly listening and engaging in the conversation) when you are there?

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3. Do you make the best use of substitutes such as representatives, newsletters, staff bulletins, email communications and so on, when you are not 'there'?

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## Courage When it Counts

During a crisis, decisions have to be made. Yet in a crisis there is always too little information and insufficient time available for well-considered decisions.

And, although previous training will help, precedent is frequently a poor guide.

When you have to make decisions under pressure, make sure you have the courage to do the right thing. Value people above property. Respect the concerns of all stakeholders. Share pertinent information as it becomes available. Show leadership.

Ultimately, in any unknown situation success comes from knowing your true values and having the courage to align action to them.

### **Quote of Note**

*'In every success story, you find someone who made a courageous decision.'*

Peter Drucker

### **Key Questions to Consider**

1. Have you ever seriously considered and written down your personal true values?

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2. Do you live by them?

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3. Have you articulated and agreed on your values as an organization?

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4. Do you honestly operate by them?

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5. How do you reward your people for demonstrating those values?

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## Do Your Key People Make You Vulnerable?

In one of the seminars I present we do a quick organizational vulnerability audit. Regularly, participants list key person dependency as one of their organization's critical vulnerabilities.

The fact is that people do get hit by buses, laid low by the 'flu, headhunted by competitors, or worse. How well are you equipped to handle the loss of one of your key team members? What if it happened in the middle of a difficult negotiation or even a crisis? Or would such an event actually precipitate a crisis for you?

One of your easiest protective actions is to ensure that your second in charge is being mentored and developed as a future leader and is aware of organizational issues beyond their responsibility.

I've heard some people say that training and developing people is a waste of resources because they might leave. Smart leaders know that it is worse not to train and develop people, because they might stay!

Investing in the development of your organization's current and future leaders is not just good risk negotiation, it's essential to your long term success.

### Quote of Note

*"There is no one who is successful today who has done the whole thing on their own ..."*

Jackie Stewart

### Key Questions to Consider

1. What would happen to your team or your organization if you weren't there?

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2. Who should you be developing and mentoring to take over your leadership role?

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3. Check out some of these leadership training courses:

[Leadership Skill Center](http://leadershipskillcenter.com) - <http://leadershipskillcenter.com>

[Leadership Coaching Club](http://leadershipcoachingclub.com) - <http://leadershipcoachingclub.com>

## **Other useful Leadership Tools and Resources**

**How to Start each day with Unstoppable Momentum**

<http://kmginfo.com/go/unstoppable>

**How to be an Expert Persuader in 20 days or Less**

<http://kmginfo.com/go/expert-persuader>

**Speed Reading Monster Course**

<http://kmginfo.com/go/speedreadingmonster>

## About Kerrie Mullins-Gunst

(MBA BSc DipEd FAICD FRACI C Chem AIMM MAITD ASM)

Kerrie Mullins-Gunst is a full time professional speaker, company director and business advisor based in Melbourne. She provides high-level corporate support in personal and business leadership, strategy and group facilitation, with a special interest in women's success in business.

With more than 20 years experience in business, communication and science, Kerrie is sought by many for her strategic insight and exceptional ability to communicate with a wide range of audiences. One of Australia's leading female business speakers, Kerrie has entertained and informed audiences ranging from corporate executives, their partners and employees to women's groups and business owners. She has presented across Australia, New Zealand, England, Canada, the USA and Japan.

Her keynote presentations are derived from her work encompassing strategic planning, business and online marketing, leadership development and mentoring. As a consultant she offers advanced skills in organizational strategy, change processes and problem solving, a demonstrated ability to manage process and lead people, a constructive and creative approach to the resolution and communication of complex issues plus strong facilitation and negotiation skills.

[Contact us](#) for details of how Kerrie can work with you to develop your business or your personal leadership skills.