



TIPS to Reach 1% Every Day

Tips for Public Health and Development Leaders

- 1.** Be a leader not a boss. To lead means to inspire and clarify what is to be achieved. Leaders communicate clearly the goal the team and each person has to achieve, and get out of their way so they can achieve what needs to be achieved. Bosses just give orders and are in the way of people's work.
- 2.** Be tough but not hard. Tough means to remind everyone what the goal is to make sure everyone is on track, and not accepting any excuses. Hard means criticizing, losing your temper, making faces or using an angry tone of voice, putting down people, comparing them with others, and giving negative feedback without direction or clarity.
- 3.** Catch people doing the right thing every day. Motivation is the result of self-esteem and self-esteem is the result of feeling competent. The more a leader catches people doing the right thing, the more competent and motivated the team will feel and better they will perform every day.
- 4.** Let people learn from their mistakes. If you follow #3, it will be easier to give negative feedback and help people learn from mistakes. You will have developed trust and shown you care and are objective, balanced and fair. Show your sense of humor by laughing at your own mistakes!
- 5.** Measure people's performance by their results and not their activities. Leaders focus on what people achieve and do not get involved in the "how" unless people ask for direction, there are delays or results are not what was expected. Agree with each person how you are both going to measure progress. Be ready to show your own measures of progress and develop measures to measure your team's progress as a whole too.
- 6.** Put your ego aside. Demonstrate your behavior is based on principles, which you should have shared at the start of the task at hand, and base your guidance on principles and your comments on facts. Focus on what is right and not who is right. Do not gossip, please!
- 7.** Listen 80% of the time, speak 20% of the time and celebrate your team's progress all the time.