

We want our managers to be role models with focus on the following leadership behaviours:

Motivate employees

- Communicate the WHY and set clear directions
- Demonstrate trust and empowerment
- Encourage team spirit and cooperation
- Celebrate successes

Build feedback culture

- Use the principles from Appreciative Communication
- Build trust by being open and honest
- Take time to provide continuous feedback (positive/developing) and be open to receive feedback
- Handle conflicts immediately
- Ensure to use PE/PDT to provide formalised feedback

Ensure accountability

- Set goals via SMART approach (Specific, Measurable, Achievable, Realistic, Timely)
- Ensure expectations are clear and roles and responsibilities well defined
- Take ownership, be proactive
- Encourage a problem solving culture
- Learn and take the consequences