



# Leadership 101:

## *Getting started as a manager*

---

### 1. Leading from Your Confidence Base

In this Quick Take you will learn a simple definition of leadership -- and how it ties into credibility, the number one source of credibility for leaders and the key to increasing, and sustaining, your credibility as a leader.

### 2. Building Credibility: The Fallibility Paradox

In this Quick Take you will learn why leaders often overestimate their own knowledge and expertise, what we mean by the Fallibility Paradox – and how it helps you build credibility as a leader.

### 3. Six Managerial Styles You Need to Lead Effectively

In this Quick Take you'll learn: Why “one-trick-pony” managers have limited value to the organization, that great managers master a repertoire of six management styles and, how to correctly deploy the right style depending on the situation.

### 4. New Manager Pitfalls: How to Avoid Them and Succeed in a Leadership Role

In this Quick Take you will learn the steps you must take to get started in the right direction.

### 5. Time Management: Why It's Not About Time

In this Quick Take you will learn why employees in organizations are perceived as being good, or bad, at managing their time; the list that matters more than any other; and the #1 enemy of good time management.

### 6. Managing Distractions: The 'Got a Minute' Trap

In this Quick Take you will learn the most important thing you own... and that you must never allow ANYONE to take away, the three words that are the most likely to steal that precious thing from you and a simple yet powerful tool that will help you to truly take charge of your time.

### 7. Delegation: How to Get Results Through Other People

In this Quick Take you will learn why delegation is key to advancement for a leader, what the Multiplier Effect is and why it's the Holy Grail of delegation, the Four Fatal Flaws that sabotage delegation, and finally, how to avoid the Abdication Trap.



---

## 8. Empowerment and Accountability: How Much Rope Should You Give Your People?

In this Quick Take, you will learn what behavioral research has to say about deadline-setting and deadline missing, why people often fail to meet deadlines they set for themselves, and how the research applies more broadly to issues of employee empowerment and accountability.

## 9. Managing Team Conflict

In this Quick Take you will learn why conflict is a powerful tool that team leaders must use to their advantage, what's going on under the surface when disagreements become toxic, and the ACES method of conflict resolution – a straightforward approach that can turn destructive conflict into constructive solutions.

## 10. High-Stakes Problem Solving: How to Get Crystal-Clear Thinking When You Need It Most

In this Quick Take, you will learn why high-stakes problems inhibit the mind's ability to come up with solutions, how managers may inadvertently hamper creativity and problem-solving, and what you can do to maximize your employees' innate problem-solving potential.

## 11. Fact-Based Decision Making: The Five Whys Technique

In this Quick Take you will learn the Five Whys technique that can help you quickly get the information you need to make fact-based decisions, what it means to have a "threaded conversation", and how the Five Whys can make you a better manager.

## 12. Managing Workplace Stress: How to Stay Productive Under Pressure

In this Quick Take, you will learn the results of a study on people working in one of the most high-stress workplaces you could imagine, and how a series of short, simple exercises resulted in a surprising boost in productivity and kept stress at bay.

---

