



# Minnesota Women of Today

## Leadership Toolbox – Growing in Your MNWT Leadership Role

Leadership is not something that comes natural to most people. This includes those in advanced leadership roles. Everyone needs help now and then to stay on track. **This training is a starting point for those preparing for their first leadership position, as well as a helpful reminder to those who have “done it all” before.**



### Leadership Basics

- Delegate. It's about supporting people and encouraging growth. None of us start out knowing all the answers. Take the time to explain your ideas/needs.
- Include Others. Include all members. Do not assume someone is not interested or that they should know what you are planning. Invite everyone with the same level of excitement and expectation.
- Communicate. Take the time to communicate in three different ways:
  - verbal
  - non-verbal (written, ASL, ect.)
  - social media (Facebook, Twitter, email, website)
- Respect Others. Respect each other at all times. Do not speak from anger or frustration. Use yourself as an example of how and what a leader should act.
- Own It. Take responsibility. Do not change the rules or requirements mid process. Handle concerns behind the scenes without creating new issues for others.
- Recognize Others. Share the credit. Recognize all those who help with events and projects. It is the little things we do that make all the difference in someone's day.

### The top three issues that arise when leading volunteers

- Participation
- Communication
- Personality Conflicts

## How to Encourage Participation

- Make projects and events fun. Add social aspect to volunteering opportunities.
- Pay attention to your words. Instead of saying “we need” or “we can't”, say “we welcome help and new ideas.”
- Bring new members into the idea process. Give them opportunities to find growth and fellowship.
- Successful projects and events take time. Give adequate advanced notice and reminders.
- Avoid turning away volunteers. Find a place for everyone who wants to help.
- Stop negative speech. It is important to listen to others and respect the fact others have different ideas. Agree to disagree.

## Personalized Communication Tips

- Make time to talk to members on the phone.
- Send a handwritten card of thanks, celebration, or even sympathy.
- Don't ignore or label members who do less. Encourage them. Include them. Find ways to celebrate them.
- Acknowledge members as community volunteers. Create chapter awards or letters of thanks.
- Offer to drive a member you have not seen in over four months to your next event.
- Be a positive communication role model for others.

## Personality Diversity

- Managing different personalities can be difficult. Try not to ask each member to conform to a group norm, instead recognize and utilize unique personality differences.
- Go one step further and take the time to understand the people who surround you and adjust your approach to the individual.
- Try to build a relationship with those that are difficult to manage. Your goal should be to create positive relationships not antagonists.
- Use individual skills to your advantage. Develop a system where members are not being told what to do but given the opportunity to be part of the project or event.
- Allow members the freedom and flexibility to complete a project or event. Trust they will meet the end goal, even when the process is not as you would do it.
- Stop taking things personally. Some personalities are more negative than others. Do your best to be fair. Be upfront with your expectations, empathetic with your words, and provide feedback. Not everyone is going to agree with everything you say and that is okay.

You are never alone. MNWT is here to support you and your chapter. If you find yourself needing help please contact the MNWT President [president@mnwt.org](mailto:president@mnwt.org) and/or MNWT Chapter Management Vice President (CMVP) [cmvp@mnwt.org](mailto:cmvp@mnwt.org).