

SAOOU

24/7

Help!

LEADERSHIP EMPOWERMENT KIT



#WantOursGeeOn
#BecauseWeCare

WHAT IS LEADERSHIP?

Leadership is the ability to influence, guide and inspire others towards a shared goal. It is not about position, but about impact and responsibility.

A leader:

- Sets direction
- Motivates others
- Makes decisions
- Takes accountability

EFFECTIVE LEADERSHIP IN PRACTICE

Effective leaders empower others through integrity, empathy and vision. They welcome feedback, admit what they don't know, and lead with humility to build trust.

They:

- Communicate clearly
- Show emotional intelligence
- Act consistently and fairly
- Take accountability
- Inspire and motivate

They create environments where people feel:

- Valued
- Heard
- Safe to contribute
- Motivated to grow

WHAT IS INEFFECTIVE LEADERSHIP?

Poor leaders micromanage, shift blame and resist new ideas, creating stress and disengagement. They prioritise control over people, ignore team input, and fail to model ethical behaviour in challenging moments. This leads to low morale, high turnover and missed opportunities.

Characteristics of ineffective leadership:

- Poor communication
- Favouritism or unfair treatment
- Lack of accountability
- Micromanagement or neglect
- Ignoring team well-being

*In an uncomfortable situation,
what did you do and how will
you handle it next time?*

YOU DON'T HAVE TO CARRY IT ALONE.

Leadership can be demanding. SAOOU Help offers confidential emotional support when you need it.

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FIVE CORE VALUES OF EFFECTIVE LEADERS

1. Growth mindset

A leader with a growth mindset sees challenges and mistakes as opportunities to learn and improve.

2. Respect

Treat everyone – management, colleagues and client – with respect to build trust and mutual regard.

3. Responsibility

Leadership requires owning your decisions, actions and their outcomes, both good and bad.

4. Integrity

Work with consistency and honesty, even when no one is watching.

5. Empathy

Understand others by seeing situations from their perspective and recognising how they feel.

WAYS TO IMPROVE YOUR LEADERSHIP

Develop self-awareness: Reflect on your strengths and weaknesses, ask for feedback, and consider how your behaviour affects others.

Improve communication: Be clear and direct, listen actively (don't interrupt), and ask questions before making assumptions.
Tip: Listen to understand, not to respond.

Build strong relationships: Check in regularly, show appreciation, and be approachable.

Lead by example: Model the behaviour you expect – be punctual, respectful and accountable.

Manage conflict effectively: Address issues early, stay calm and objective, and focus on solutions, not blame.

Keep learning: Read, attend workshops or seek mentorship, and reflect after each leadership experience.

QUICK LEADERSHIP REFLECTION TOOL

Use this at the end of a session or week:

- Did I communicate clearly?
- Did I treat people with respect?
- Did I take responsibility for my actions?
- Did I support someone's growth?
- What will I improve next week?

When people think of your leadership, what do you want them to say?

SAOU Help!

YOUR WELLBEING MATTERS!

FOR IMMEDIATE SUPPORT,
CONTACT THE SAOU HELP LINE

☎ 012 436 0911

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24/7 Emotional Support

www.saou.co.za/saou-help

