

Soft Skills Development
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Lecture - 35
Leadership and Motivating Others

An interesting topic and that is Leadership and Motivating Others. So, for as the leadership is concerned it is a very big topic important topic lots of studies have been carried out related to leadership, but today I shall be focusing mainly a communication skills approach. So, far as the leadership is concerned, leader must possess certain qualities among too many other things. According to me the most important one might be that, besides many other qualities and traits he or she must have very good communication ability because this is very, very important. So, I shall be talking about the leadership and how leaders can motivate others. Because one cannot say that there is a leader and he is not able to motivate then he is not leader or she is not a leader. A leader must have the motivating capacity; he or she should be able to motivate others. So, we shall be discussing on this aspect of leadership.

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So, Leadership is the formal position where a specific person has power over others in

the groups, for example, we are having a boss in the work place, a team leader in a task group a chair of any committee, or an elderly person of a religious community. So, always you find that there is a person who guides us, there is a person who leads us manages our problem shows the path. So, these are the persons who are put under leadership.

So, the leadership is a position or leaders are those kind of persons who have some kind of authority, who have some kind of control over others and they are might be some followers; who will follow to their thinking their thoughts whatever they are saying people will accept obey. So, this is leader. In fact, such people are required to communicate authoritatively to run the agenda and to move the group forward in a particular way that other should follow. Now leaders are important only if they are having good followers and the followers are convinced by their leaders and they show respect and understand and follow that whatever he she saying yes; he is my leader and I have to follow him or her. So, these are the qualities of a leader.

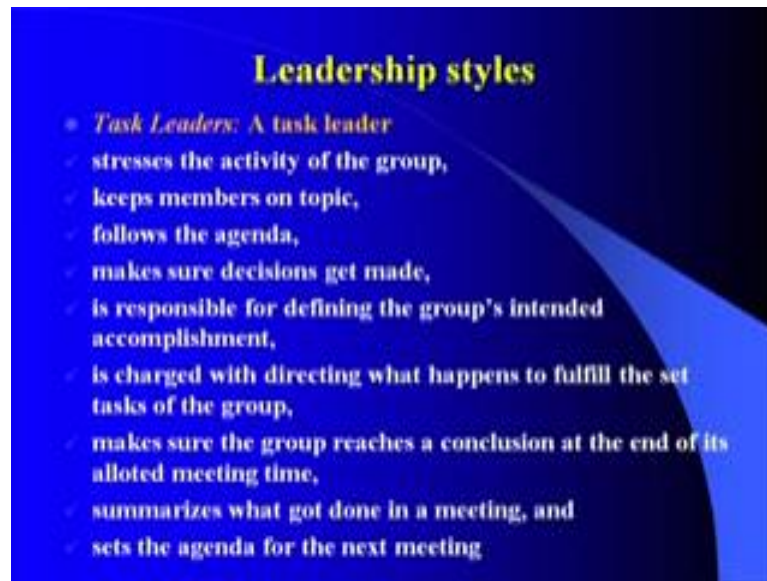
You know, there are several kinds of styles in leadership theory or leadership takes their full of different kinds of leaders, but today I shall be focusing mainly. So, for as the from communication point of view two types of leaders and their characteristics and how they are becoming very effective in our communication behavior and through communication behavior how they are able to motivate others successfully. So, this is very, very important.

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The classic discussion of leadership since Bales 1950 has divided leaders into those who are focus on task and those who focus on the socio emotional well-being of the members of the group. So, here two kinds of leaders have been mentioned one is that task oriented and other one is socio emotional leaders. So, I will be just focusing on these two types of leaders and then I will tell further that how these leaders are managing to guide and to lead the team the group and their followers. More recently leaders have been regarded as team leaders very frequently they are called the as a team leader by north house 2009, he has worked on this.

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Now, starting with the task leaders, a task leader is traces the activity of the group means task leader is just like task for I am is a leader somebody is a leader then what he is doing stresses the activity of the group, keeps members on topic follows the agenda, make sure decisions get made, is responsible for defining the groups intended accomplishment, is charged with directing what happens to fulfill the set tasks of the group, make sure the group reaches a conclusion at the end of its allotted meeting time, summarizes what got done in meeting, and sets the agenda for the next meeting. So, all these points he takes care means tasks oriented how to meet the target, how to meet the goal.

So, this is the style, this is the way these kind of leaders are working and these are the characteristics, these are the tasks, these are the ways they follow and they set everything in such a manner that ultimately they are able to achieve something achieve the goal and they are successful. So, for as the task is concerned now coming to another type of leader in our system in our organizations society; these scholar say that these are called the socio emotional leaders.

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And these are the characteristics that socio emotional leader what they are doing. So, he or she pays attention to how everyone feels in the group I think they are more concerned about the relationship and personal feeling, about the mood, about the they are more concerned, about the persons and it show that members feel comfortable with the decision making process more comfortable they will make comfortable in the decision-making process, it not that they will be left whatever they want to do, now they will be involved.

So, this will be possible to develop some sort of bonding, some sort of relationship be with them allows everyone to get a turn in the discussion means this leader will allow everybody to express their opinion; even there is a difference of opinion that is also fine he will not get irritated; he will not always say that yes he is expecting that everybody should speak like this; he will never tell his mind in the beginning. So, he is gaining all sorts of support from them and makes members happy with the outcome because once the in the good environment, good relationship, good communication going on then definitely it will come with a happy ending keep the personal relationship between group members. So, again these things are very important the personal relationship we are talking about that in any group; if the persons having ha good understanding among themselves and having respect for the leader faith for the leader then things becomes

quite easier not difficult and manages peoples face and handles their feelings; you know feelings emotion these are the things human behavior and nature very often come sometimes suddenly we become very sad happy or happy or we get depressed we get distressed because of various reasons.

So, anyway these are part of our life, but good emotion socio emotional leader always will try to put the people in balance and to bring them together to listen he will listen their issues and problems and try to solve as far as possible. So, that people are feeling comfortable and they feel motivated and they feel to work in a group. So, they can go ahead with the issues.

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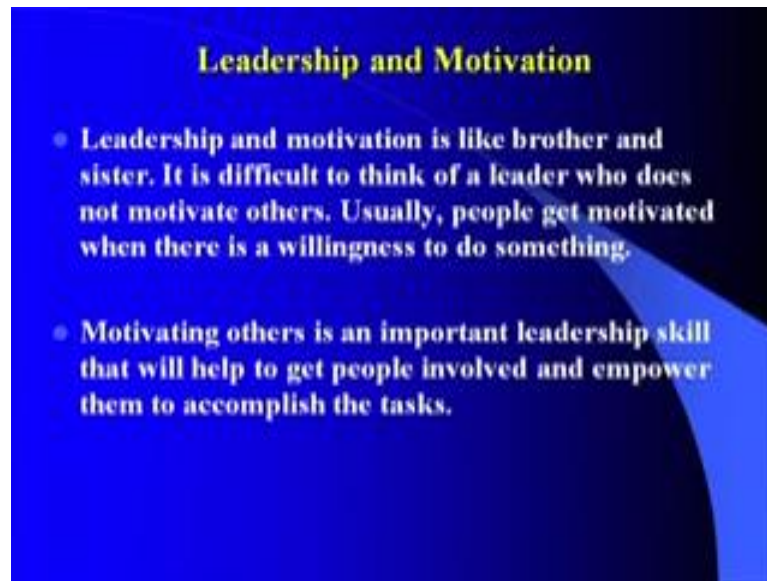


Now, another important aspect thing is that leadership and motivations someone has said that motivation is everything and the only way to motivate people is to communicate with them. It is important to talk to people in their own language. There is a language within the language. Now this is very, very important, when we talk about the motivation the leaders with their good communication ability; they motivate they can motivate there are lots of examples can be sighted in this aspect, that you know there are good orators, good speakers and through their speeches, through their discourses they have a thousands of people who becomes their followers. There are lots of in our religious teachers,

religious preachers, gurus, and just, because of their motivational speeches even the people are ready to sacrifice their lives.

So, this is really very effective art that if a person is having? So, language is very, very important. What kind of language person is speaking and here this is very, very important when I am saying that to talk to people in their own language; when I say in their own language it does not mean the language the person is speaking because there is a language within language what does it mean the meaning is that each language has got; got certain things which are universal there is a language of love, there is a language of affection, there is a language of understanding, there is a language of human touch and feeling and if these things are highlighted whether person is speaking English, Hindi, German, French, Tamil, Telugu does not matter in each language there are certain things which are universal and that means a feelings and emotion, whether that language is loaded with the emotional feeling that is very important; is not that those who are speaking very sophisticated language they might be very successful it is not like that if a person can speak even a simple language, but if it is loaded with the confidence, the emotional feeling, the human touch, the sympathy, the empathy then definitely people will be will get very easily motivated. So, these things are really very, very important and a leader must develop this kind of ability communication ability if he wants to be a good leader.

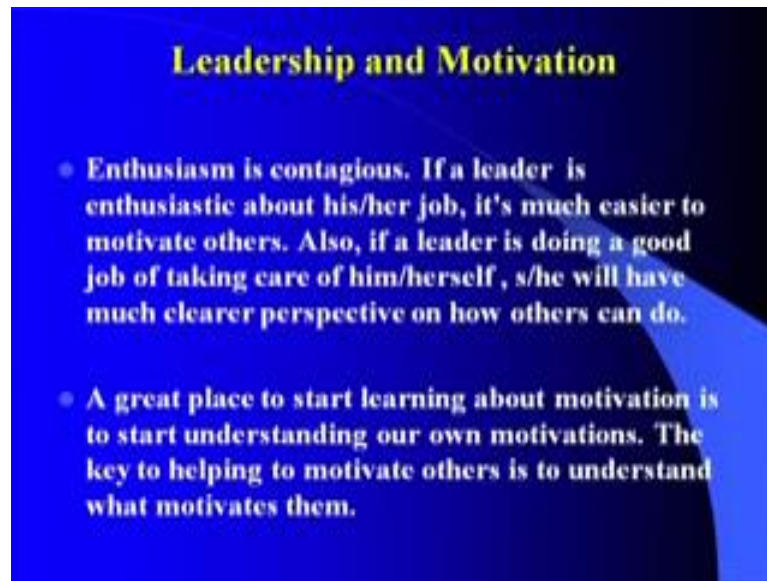
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Now, leadership and motivation further if I take up. So, leadership and motivation is like brother and sister; one can see leadership and motivation is like brother and sister it is difficult to think of a leader who does not motivate others. So, means one cannot say that somebody is not able to motivate, but even he or she is a leader no its just one cannot say then he or she is a leader. Usually, people get motivated when there is a willingness to do something this also very, very important. How I will get motivated there are several factors. In fact, related to get motivated. So, there should be some willingness this willingness might be that I will get something, achieve something, will do something for the family for the society at least some willingness should be there, because if there is no willingness; then it becomes really very difficult to met motivate anybody.

So, the person who is suppose to get motivated he or she must have some desire, some longings, some something to achieve otherwise it will be very difficult to motivate motivating others is an important leadership skill; that will help to get people involved and empower them to complete the tasks. So, these are the qualities of a leaderships how he can handle the situation, how he can make people understand and of course, in all these activities the important thing is that he should have a good communication abilities.

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Another thing is that enthusiasm, if a person who thinks that he or she is a leader; thinks to be leader he should have lots of enthusiasm. Enthusiasm from within a person is not enthusiastic; how he can enthuse? Important enthusiasms in others, if a person is not feeling motivated from within how he can motivate others? So, before motivating others, one should feel motivated from within first himself or herself only then one can try to motivate others. So, enthusiasm is a contagious; if a leader is enthusiastic about his or her job, it is much easier to motivate others. Also, if a leader is doing a good job of taking care of him or herself she or he will have much cleared prospective on how others can do. So, this very, very important one should have motivation from within; a great place to start learning about motivation is to start understanding our own motivation. The key to helping to motivate others is to understand what motivates them.

So, number one two things are very, very important for a leader. Number one that, he should have a motivation within and he should understand that, how he is going to motivate others? What will motivate others? Here you know there might be various factors to motivate others. Some people might get motivated for money. Some people get might get motivated for prestige or position, for promotion. Some people might get motivated just to help others .Some people might get motivated to get the name and fame. So, so many factors are responsible. So, a leader should know that if he or she is

willing to motivate others. What factor will be useful for him or her and if he is trying to highlight or concentrating on that particular aspect then he will be in a position to easily motivate him or her.

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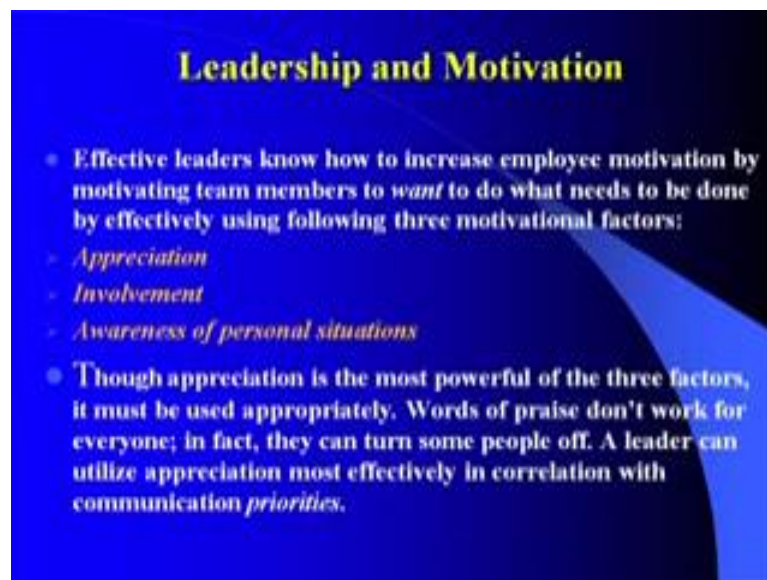


Leadership is a communicative relationship between one person and other such that when one gives a direction and another gladly carries it out. Leadership has been successfully transacted in the interchange. Leadership is not in a person but between people. Leadership means, what there is a lead there should be a leader and then there should be some followers; one cannot claim to be leader if he or she is not having some followers. A leader without followers oh just impossible.

So, a leader must have some people; who will follow, who will listen, and who will get convinced. Effective team and their leaders are there for interdependent. They all attend to personal relationships and carry out the friendly and respectful communication necessary for truly personal relationships. Personal communication transacts a collaborative climate, a strong personal commitment, high regard for other team members, and the unified commitment to excellence. So, these are the qualities of a leader a leader is not that I will be doing everything independently it is not like that he should be able to share, to take help from others, other should also feel that they are also

the partner, they are also helping, they are also contributing this kind of feeling, should go to them. If they have this kind of feeling, then they will show respect, they will get motivated to do something to achieve the goal.

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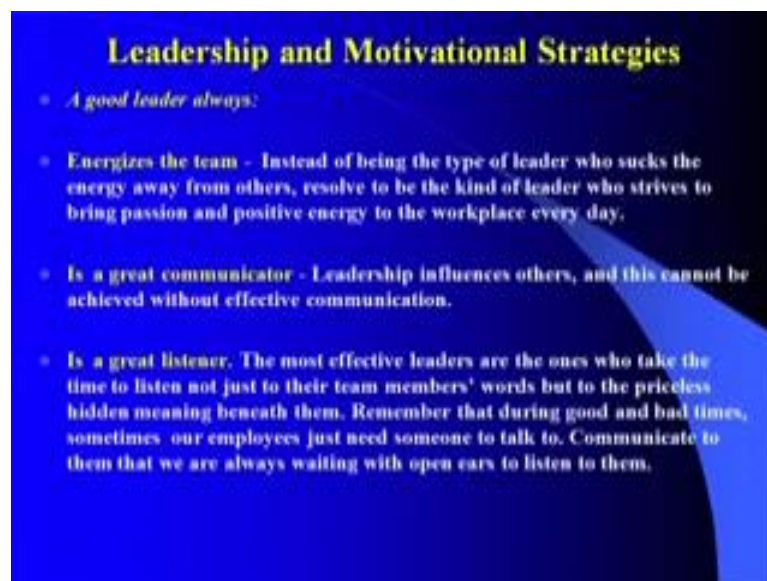
Another very important thing for leaders to motivate others is that, Effective leaders know how to increase employee motivation by motivating team members to do what needs to be done by effectively using following three motivational factors. And what are three motivational factors? First one is Appreciation second one is Involvement and third one is Awareness of personal situations. Out of these three, though Appreciation is the most powerful of three factors, it must be used appropriately. Words of praise, do not work for everyone, in fact, they can turn some people off a leader can utilize appreciation most effectively in correlation with communication priorities. So, you know now a day what happens that generally people find it very difficult to appreciate others. How much time, how the sentences it takes to appreciate.

A person has done good job he should be or she should be appreciated, Thank you, Congratulations, You have done a good job keep it up. Now just these are a small words, but these small words helps a lot encourages the person motivate them to do further. So, these things help and appreciation is good. But at the same time it should not be in such a

way that the person should feel embarrassed for example, if you are appreciating somebody in public sometimes, in front of others where the he or she is having lots of his colleagues friends and competitors.

So, sometimes person also feel embarrassed and will not take that appreciation in the right spirit. So, this is also leader or a person should understand that if you are appreciating the person; How, What kind of language and in what kind of situation, it will be more effective. Appreciation should not be some sort of embarrassment to that person, rather it should work as a motivating factor and for that also one have to one has to develop certain kind of strategies. So, that the person is really feeling from within that if he is really appreciated and his worth it is true appropriated not just for the sake of appropriating and person is feeling embarrassed; rather from within should come from within and person should take that way.

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So, it is going to be very effective and these are the certain motivational strategies of a leader. What the good leaders always do? Good leader always energizes the team energy he gives energy full of energy. Instead of, being the type of leader who sucks the energy available from others resolved to be the kind of leader who tries to bring passion and position sorry positive energy to the work place every day. It is not sucking the energy;

its fulfilling giving energy yes we can do it, we will do it, we will make it, I am with you giving importance to them.

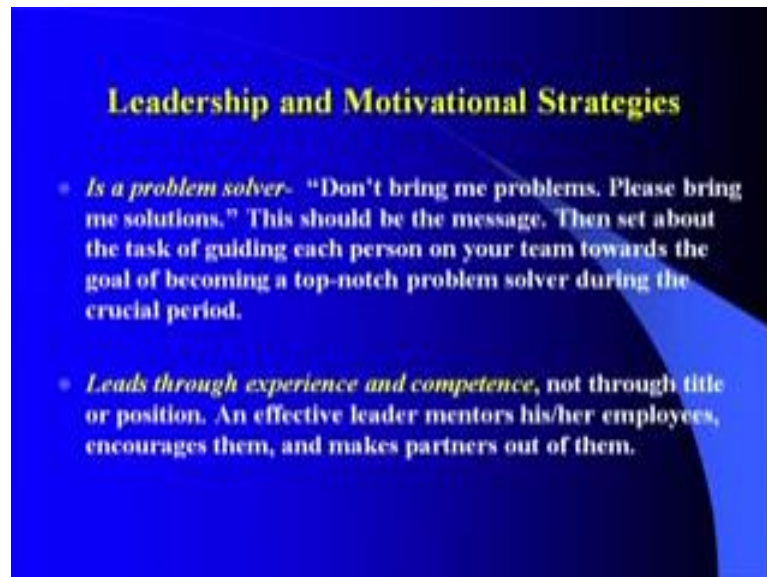
So, just giving energy; energy can be given of course by various other means, but you know talking sometimes you know that people are going leaders are going to the border to the forces to our army and how they are motivating them through their motivational speech? Yes we are here, for the sake of our country, for nation and even at the cost of our life we have to save, we have to fight with our enemies and hence your security of our country of our nation. They will they speak in such a way that people feel very enthusiastic and energetic. So, energy a leader should fill energy to the followers of people and of course, this is possible only if he is a good communicator, he should understand whom he is speaking, what will be the best or more effective that particular situation and context.

So, he should understand the audience, he should understand the people and accordingly he should adapt the strategy and I have already mentioned that he should also be a good listener. If a person is not good listener, if the leader is not listening, because listening itself is a great thing in our life. If you are having suppose problem and we go to somebody may be some of our elderly person in the family or parents or friends or our teacher and immediately they are not able to help or get some solution to the problem, but at least they have listened patiently our problem you know fifty percent relaxation will get just by telling and somebody is listening. I am disclosing I am telling my problem and somebody is listening very epithetical, very sympathetically my issue, my problem, I get some sort of consolation that; at least someone is there to listen to me because listening is a boon. Meantime, it happens that people are having lots of problems, but they do not find anybody around, nobody is there to listen to them, and they develop lots of psychological disorders problems diseases today our life has become.

So, hectic we do not have time to listen to others, forget about others, even our near and dears in our family we are not able to listen to the problems to the kids, our children, wife and husband, brothers and sister, they are not able to listen, they are not giving any time to listen, as a result many problems get complicated and in due course they develop

lots of psychological problems. So, listening of course is very important listen to other. Have patience and listen.

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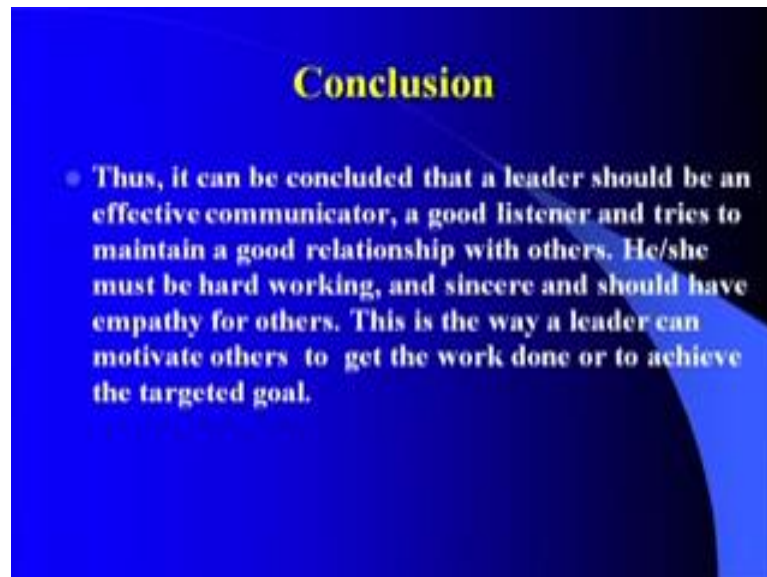


So, a good leader must have this kind of, is a problem solver, no many times it happens that, do not bring me problem and please bring me solution. These should be the message of leader, people will be coming only problem, with a problem; there are very few people we will come with the problem; as well as solution, but a great leader, a good leader, effective leader, who wants to motivate other, will not all the time coming with a problem, if there is a problem he will also try to find a solution. If people are going to him only with problems, of course, he will listen and also he will try that. Yes, friends that is fine, that is good, but tell us, let us try to understand, let us try to find out why this is the problem. I hope if he thinks going in to the deep we shall be able to get some sort of solution to the problem.

So, it is not only focusing around the problem, one should also focus around the solution. Now these kinds of people, means these kinds of leaders; leads through experience and competence. Their experience and competency is very, very important. It is not through, their title, their positioning; an effective leader mentors his or her implies encourages them and make partners out of them, one should not all the time feeling; that I am having

holding this particular position. So, I can do whatever I like showing a thought all the time no good leaders will never act like this.

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So, these things are very, very important that; up good leader how and can motivate, the moolamantra one can say is that: First of all he should be a good communicator to motivate others, he should be a good listener to motivate others, he should have sympathy empathy for others, he should be a problem solver; not problem creator, he should not give feeling to others that; he is very superior holding the position and all the time some sort of like dictatorship no it will never work. If a person is showing that, I am having a position and I can do whatever I want, no, he cannot be a successful leader, for some time, temporarily people will show some sort of fear from outside bit in long term, nobody will follow, nobody will give any kind of respect, nobody will feel motivated. So, to motivate others, should have a good communication ability, good relationship and understanding for the fellow gleees.

So, friends I can conclude, so far at the leadership and motivating others concern it can be concluded that; the leader should be and effective communicator, a good listener and a good leader tries to maintain a good relationship with others. This is very important here, she must be hard working. Beside the good leader, if a leader himself or herself is not

hard working sincere, how he can expect from others? So, he should show the path that he is a hard working person, he is a sincere person and he should have empathy for others. There are two terms as you know that sympathy.

Sympathy means, just showing and saying something that it is really very bad and it should not have happened. I am really feeling very sorry this kind of words, this is called sympathy. Empathy means putting yourself in that particular situation and thinking that as if your problem is my problem, your difficulties are my difficulties and a person is thinking that way the person will feel relief the person, will feel motivated the person, will have lots of respect for you this is the way a leader can motivate others to get the work done or to achieve the targeted goal.

So, this is the way and what is the way that; a person, a leader, who wants to motivate others. First he should develop certain communication abilities, behavior skills and he should understand that what will motivate others, what person wants and keeping the goal, keeping the target, he is trying to develop some sort of bonding, some sort of relationship with others. Of course, these things are not so, simple it takes time and those who are experienced person; we might sight lots of examples; those who are holding very high position or those who are leading the organization, leading the company, factory, educational institutions; they are having certain qualities, which everybody will appreciate and amongst the many qualities.

What a person will tell oh! he is a nice person and if a if a person is saying nice person means what his communication behavior is good whenever some is going to somebody is going to meet him or her, he will listen to them, he will try to understand them, understand the problem, he will give time immediately solution might not come, but at least a person is feeling happy, he is satisfied that, he went to meet him and he listened to his or her problem. So, this is very important a good leader. Effective leader can motivate others only if he or she is having this quality.

So, leaders must have must have these quality only with these qualities means good communication listen, able listening, having patience and developing good relationship with others, person is trying to develop these things; he will always be a good leader and

people will be having lots of respect for him and they will be ready to do whatever person wants. So, these are the god these are the qualities a leader must possess with these words I would like to finish my topic related to leadership and motivating others.

Thank you very much.