

Referee/Crew Chiefs are the appointed leader on your crew... real leaders earn their "leadership status" through their example, their commitment, their integrity on & off the field and by empowering and recognizing success comes from the team not the individual. The following is an interesting look from the business world on leadership. Might be worth applying to the officiating world and see if can help you and your crew in the games and seasons ahead. *(Bill LeMonnier)*

BE A LEADER, NOT A BOSS !!! *Tim Ziakas*

For the vast majority of small business owners and franchisees, the company they are currently running is the first company they've ever run. A learning curve is expected and will take time but the single most effective way to overcome those obstacles is to **Stop Being a Boss!**

Everyone knows that you are in charge. You're the President, CEO, Founder, Owner, Quarterback (Yes, I've seen someone have "Quarterback" as their title) or whatever you want to call yourself on your business card. What goes along with that title is tremendously more important than the title itself.

When we're working with "LEADERS" we look at a variety of ways their company operates. We want to know about the systems they have in place, the type of service they are providing to their customers, and the staff they've hired to carry out the functions of the facility. Where we see the biggest cause for concern is the culture and dynamic between the staff and ownership.

The most common dynamic we see is that ownership doesn't have a solid grasp on how to get the most out of their staff. There are no clear systems for training, interacting and following up with their staff. They have a very difficult time figuring out how to be that "great boss" to work for while also getting their staff to do their work without micro-managing every detail. So many times we see ownership essentially trying to either be friends with their

entire staff or trying to separate themselves from their staff all together. This is simply a factor of not having the experience of running their own organization.

*THE 5 WAYS TO BECOME A GREAT LEADER (OR FRIEND, PARENT, CO-WORKER, PERSON!)*

**Be Honest:**

No one wants to work for or with a liar. Everyone wants to be able to come to work and know that the person leading them is leading them with honesty. If your staff sees you being dishonest with customers or other staff members they will do the same. Pay your people when you say you're going to pay them, do the things you tell them you're going to do, and be the person you are telling them you are!

**Be Fair:**

This does not mean what you think it means. This means be fair in your decision making process. Give everyone the same amount of time to hear their needs and concerns. Treat every employee with the same integrity and compassion. What this **DOES NOT** mean is that everyone is given the same work load and is held to the same time requirements when they are working. Everyone has a different role, they just need to be treated fairly.

**Be Reasonable:**

There is nothing more frustrating then talking to someone who isn't reasonable, especially someone who decides what your job is. A sports facility I worked with used to ask their Strength and Conditioning Director who was on salary to clean up the entire facility periodically mainly because they felt that since they were on salary they literally had to do anything management needed. Normally I'd agree that salaried employees need to wear several hats. The main missing ingredient is that this role wasn't clearly laid out for this Director. His job was simply to train athletes, develop a tracking system for workouts, and handle his own budget. The reason this was out of line was because not one other Director (Baseball, Basketball, Softball, Volleyball) was ever asked to do the same. Not only is this not **FAIR**, it wasn't **REASONABLE** either! Why should a Director whose focus is on that particular area be responsible to do what most would consider the Admin or Operations Manager's job?

**Give Good Direction:**

Aside from the integrity of a leader in terms of being honest, fair, & reasonable, perhaps the most important part of being a good leader is giving good direction. You cannot expect people to treat your company the same way you do nor will they make decisions with the same emotion or thought process. You **MUST** give them proper direction on what their job is, how to do it, and what you expect the results to be. Too many times we see owners and managers simply expect their staff to do things a certain way and then when that task isn't completed to their satisfaction they come down hard on them. When things don't go right as a leader you need to ask yourself the following....Did I tell them what I wanted? Did I show them how I wanted it done? Did I let them know what a good job should look like when they are done? If those answers are not **YES** across the board then **YOU'RE** the reason why the job didn't get done the right way! Try giving very clear direction and you'll see things getting done the right way and you'll be letting your staff know that they are doing a good job.

### **Be Firm:**

We are always asked, "When can I let my staff know I am not happy with the job they are doing?". Very simply put, you can **ONLY** do that if you've done your job as a leader. If you can say you have honestly been honest, fair, reasonable, given good direction, then you have earned the right to be firm. You need to make sure you've done your job first before you can come down on someone for not doing their job.

Leadership is something that can absolutely be learned. We often hear the term "they are a born leader". That may be true, but real leadership comes from understanding the 5 points above. Real leaders have compassion, empathy, patience, drive, think strategically, and most importantly are excellent communicators with all types of people.

A boss is someone who thinks people should do what they say because they're in charge. A leader is in charge and makes great decisions because they collaborate, interact, and engage with their staff as if they are one of them, not above them.