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THE MOTOR DEALER REPORT FROM AUSWILD & CO
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20 Tips on Becoming a More Influential Leader

Today's smart coaches know that their teams need daily motivation and practice to stay focused. If a player doesn't get help at training, they won't succeed. Employees are the same and they will eventually quit if they are not successful and they end up losing more deals than they win.

So, whether you're a new or seasoned manager, it's never too late to develop into a more influential leader. These 20 tips will help you elevate your role to leadership and increase your ability to influence others.

1. Respond rather than react

Respond positively rather than react negatively.

2. Listen twice as much as you talk

When we listen, it shows people they are valued. It gives them a chance to get grievances/issues off their chest which may impact on productivity.

3. Put yourself in their shoes

The more you understand others, the easier it will be to understand any issues or resistance they may have.

4. Be prepared to apologise directly if you are at fault

Nothing builds trust and rapport quicker than owning up to a mistake.

5. Don't change the subject or interrupt

Stay with the conversation – you may feel the emotion but try not to let it control you. It is not easy but becomes easier with practice.

6. Empathise with others

Imagine being in their situation. How would you feel and how would you react?

7. Be Vulnerable

We have all made mistakes – own them & share them. People will respect you more for it.

8. Create a positive environment

Happy people are productive people.

9. Ask, don't tell

When you ask it shows respect – when you tell, it's like a command.

10. Praise more

Be aware of what is going on around you and give praise for a job well done, big or small. The more you do it the more impact it will have.

11. Find out your team's motivations

It is important to find out what truly motivates each team member. Once you understand what motivates them you can use that knowledge to get the best out of them.

12. Ask, instead of demand

Different people respond to requests differently. Instead of barking orders, simply ask. Speak to your team as you want them to speak to you. Tailor your management style that will get the best from your team.

13. Resist the urge to micromanage

Stop focusing on the mini stuff and start to focus on the results. Trust your team and delegate tasks. You will find that things can be done in many different ways and you will encourage creativity.

14. Explain why somethings are important

People are a lot more intelligent than we give them credit for at times. You just need to take the time to explain why! Explain why rules and processes are in place and how they can benefit them and the company.

15. Reward positive results

Always be encouraging good behaviour and results. Just a little "job well done" to someone can mean everything.

16. Work with their strengths and manage their weaknesses

Find out what they are good at and encourage them to grow and help them become better in areas where they struggle.

17. Patience

Have patience, don't rush things as this is when mistakes can happen. Slow and steady wins the race as patience leads to a better result.

18. Calmness

As a Leader you can get caught up in stressful and at times complex deals, but by staying calm you will see things more objectively and you won't be forced into a bad decision.

19. Honesty

People appreciate and expect your honesty in dealing with them. Tell them you would rather lose their business by being honest, than have their business from being dishonest.

20. Be Decisive

Be prepared to decide, and once a decision is made, stick by it. If it is wrong admit it, fix it and move on. Don't procrastinate.

*This month's article was contributed by **Ian Parker** your onsite and online Business Mentor and Professional Sales Coach. Ian Parker, a licensed TOPGUN Coach has owned and operated 2 very successful, very profitable and highly awarded dealerships. He can be contacted by email at ian@ianparker.com.au. Website: www.ianparker.com.au*

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