

# **Positive Communication and Leadership**

**What does Positive Communication and Leadership have to do with MMA?  
Is Image important to us?**

**What do we want to do when we grow up?**

**Does positive communication and leadership help grow Membership?**

**The Definition of Volunteer:**

- **A person who performs voluntary work**
- **Volunteering is the practice of people working on behalf of others or a particular cause without payment for their time and services.**

**As a Volunteer, how does positive communication and leadership affect me or have an impact on what I do?**

**Good leadership more importantly requires attitudes and behaviors which characterize and relate to humanity. Effective Leadership does not necessarily require great technical or intellectual capacity. The attributes might help, but they are not pivotal.**

**Leadership is centrally concerned with people. Of course leadership involves decisions and actions relating to all sorts of other things, but leadership is special compared to any other role because of its unique responsibility for people.**

**Leadership and management are commonly seen as the same thing, which they are not. Leadership is also misunderstood to mean directing and instructing people and making important decisions on behalf of an organization. Effective leadership is much more than these.**

**Good leaders are followed chiefly because people trust and respect them, rather than the skills they possess. Leadership is about behavior first, skills second.**

**This is a simple way to see how leadership is different than management:**

- **Management is mostly about process**
- **Leadership is mostly about behavior**

**Leadership involves many management skills, but generally as a secondary or background function of true leadership. Leadership instead relies most strongly on less tangible and less measurable things like trust, inspiration, attitude, decision-making, and personal character. They are facets of humanity, and are enabled mainly by the leader's character and especially his/her emotional reserves.**

**Humanity is a way to describe these qualities, because this reflects the leader's vital relationship with people.**

**Examples of highly significant leadership qualities:**

- **Integrity**
- **Honesty**
- **Humility**
- **Courage**
- **Commitment**
- **Sincerity**
- **Confidence**
- **Passion**
- **Positivity**
- **Wisdom**
- **Determination**
- **Compassion**
- **Sensitivity**

**People with these sorts of behaviors and attitudes tend to attract followers. Followers are naturally drawn to people who exhibit strength and can inspire belief in others. These qualities tend to produce a**

**charismatic effect. Charisma tends to result from effective leadership and the qualities which enable effective leadership.**

**Some people are born more naturally to leadership than others. Most people don't seek to be a leader, but many more people are able to lead, in one way or another and in one situation or another, than they realize.**

**People who want to be a leader can develop leadership ability. Leadership is not the exclusive preserve of the wealthy and educated.**

**Some leadership thoughts:**

- **Always, when leaders say that the people are not following, it's the leaders who are lost, not the people**
- **Leaders get lost because of isolation, delusion, arrogance, plain stupidity, and etc. but above all because they become obsessed with imposing their authority, instead of truly leading.**
- **Incidentally, leading is helping people achieve a shared vision, not telling people what to do.**
- **It is not possible for a leader to understand and lead people when the leader's head is high in the clouds or stuck firmly up his backside**
- **Loyalty to leadership relies on the leader having a connection with and understanding of people's needs and wishes and possibilities. Solutions to leadership challenges do not lie in the leader's needs and wishes. Leadership solutions lie in the needs and wishes of the followers.**
- **The suggestion that loyalty and a following can be built by simply asking or forcing people to be loyal is not any basis for effective leadership**
- **Prior to expecting anyone to follow, a leader first needs to demonstrate a vision and values worthy of a following**

- **A given type of Leadership inevitably attracts the same type of followers. Put another way, a leadership cannot behave in any way that it asks its people not to.**
- **In other words, for people to embrace and follow compassionate, honest, ethical, peaceful and fair principals, they must see these qualities demonstrated by their leadership.**
- **People are a lot cleverer than most leaders think**
- **People have a much keener sense of truth than most leaders think**
- **People quickly lose faith in a leader who behaves as if the last two points do not exist**
- **People generally have the answers which elude the leaders-they just have better things to do than help the leader to lead-like getting on with their own lives.**
- **A leadership that screws up in a big way should come clean and admit their errors. People will generally forgive mistakes but they do not tolerate being treated like idiots by leaders**
- **Anyone can resort to threats and aggression. Being aggressive is not leading. It might have been a couple thousand years ago, but it's not now.**

#### **Some quotes:**

- **No man is fit to command another that cannot command himself**
- **It is amazing what you can accomplish if you do not care who gets the credit**
- **Ideas are like rabbits. You get a couple, learn how to look after them, and pretty soon you have a dozen**

- **Everybody can get angry-that's easy. But getting angry at the right person, with the right intensity, at the right time, for the right reason and in the right way-that's hard.**
- **I praise loudly, I blame softly**

**Ten (10) rules on how to be a Positive Leader:**

- 1. Give more than you expect others to give**
- 2. Combine optimism and perseverance**
- 3. See everyone as a diamond in the rough**
- 4. Express appreciation; accept responsibility**
- 5. Keep your ego in check**
- 6. Show respect for the people around you**
- 7. Treat team members as family**
- 8. Be a source of inspiration**
- 9. Stress cooperation, not competition**
- 10. Maintain a sense of humor**

**Leadership and communication go hand in hand and are both important.**

- 1. People judge others by their actions. This means you are being judged by the perceptions you create with your words and actions. For example, if you act angry, even though you feel otherwise, you will be judged as being hostile. If you sound helpless, even though you feel otherwise, you will be judged as being ineffective. Thus, choose actions and words that convey the impression you want to make.**
- 2. People judge themselves by their intentions. Thus, acknowledge that the other person's actions or words are correct and proper. Even when someone's behavior appears completely absurd, that person most likely believes it is justified.**

- 3. Everyone deserves courtesy and respect. Diplomacy gains more than hostility. It is always the best way to begin a dialogue. After all, on one has ever had to apologize for being courteous. When you treat others with respect, you set the standard for how you want to be treated.**
- 4. Everyone has valuable ideas. Everyone is an expert in some area. Everyone has unique talents. A leader helps other people excel at expressing their ideas.**
- 5. You can accept anything without agreeing with it. Thus, acknowledge amazing requests with statements such as: That's and interesting idea, That's a novel request, What an intriguing question**
- 6. Realize that you can always learn more about the others person's needs, priorities, and situation. Ask questions. Seek Solutions. Think Positive. Quick reactions often lead to apologies. Start by being thoughtful and seeking to understand fully.**

**Ten (10) steps that can help you in Positive Communication:**

- 1. Communicate Often**
- 2. Listen**
- 3. Translate**
- 4. Focus on Common Goals**
- 5. Praise and Compliment**
- 6. Stick to the Issue**
- 7. Be Respectful and kind**
- 8. Forgive one another**
- 9. Remember**
- 10. Communicate about Communication**

**Always think about how you're communicating your message. We do a lot of emails that can be taken the wrong way by just one sentence or word. Here are some thoughts:**

### **Negative Language/Phrasing**

- 1. Expressions that suggest carelessness**
- 2. Phrases that suggest the person is lying**
- 3. Expressions that imply that the recipient is not too bright**
- 4. Demanding phrases that imply coercion/pressure**
- 5. Phrases that might be interpreted as sarcastic or patronizing**

### **Positive Phrasing**

- 1. If you can send us whatever, we can complete the process**
- 2. The information we have suggests that you have a different view point on this issue. Let me explain our perspective.**
- 3. Might we suggest that you.....**
- 4. One option open to you is.....**
- 5. We can help you to complete, if you can send us.....**

**Conclusion: Negative language conveys a poor image to whoever we're talking to and those around us. Sometimes it causes conflict and confrontation where none is necessary or desired. The first place to start using positive communication is with written material.**

**MMA is a business and on top of that a NON-Profit organization run by volunteers. Volunteers help out because they enjoy the people and the work that they do. As individuals in Officer, Districts and Chapter positions you are involved in Positive Leadership and Communication. You set the example for MMA. The image that you portray is what people see and in some cases determines if they want to be a part of our organizations. Think about some of the organizations that are growing. Why are they growing? A couple reasons are communication and Leadership.**

**Every time an email moves around on the internet and if it is a positive one from you, it sends a positive message on you and who you represent. If the email is slamming someone or sending a negative message out to the internet, it sends a negative message on you and who you represent. Think about that any time you send an email.**

**Positive Communication and Leadership isn't just for the big Corporations, it's for all of us in no matter what we're doing.**

**How can I help make a difference and to portray positive communication and Leadership?**

**THANK YOU**

Mick Degn  
MMA Lobbyist  
Lobbyist@mma-az.org