



Leadership Suggestion From The Back Seat #3: Lead Based on Need

It's so very important to be the leader that your team needs in the moment, and the best leaders, in my opinion, are consistently monitoring the crew, the situation, and the task at hand, and becoming the best possible Captain for the job. For example, during a fire or medical emergency, the back seaters expect (and honestly often appreciate) being told exactly what you want us to do. Those are the times where we need to act quickly and in unison according to a plan. So we need you to step up and take charge. But when we're at the station eating dinner or working out, we'd love you to leave your badge behind and just be our friend. And at other times, we like you to be our coach, teaching us something you've learned in your career, without giving us the feeling that you're "evaluating" us on our performance and we can't make mistakes. We want you to be the person that we aspire to be more like, as a leader, a mentor and a friend-- versus the person who barks orders from behind their badge all day. If you demonstrate that you care about the people on your crew (and not just the process of day to day operations) by being responsive to their needs, you're going to have people fighting to be on your crew/team your entire career.

Leadership Lesson from the Back Seat: Great leaders are Semper Gumby, always flexible and aware of who and how they need to be to get the best results from each team member. It's one of the best possible ways to show your team members that you see them, you care for them, and you want to bring out the best in them.

XO, Robyn



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