

“Adopting and implementing the leadership practices outlined in this book will deliver the most potent competitive advantage you could wish for – inspired, fully engaged and motivated people.”

BRAND PRETORIUS

LEAD *with* INTENT

LEADERSHIP PRINCIPLES
AND PRACTICES THAT
DRIVE ENGAGEMENT AND
PROFITABILITY

HERMANN DU PLESSIS



**Themba
Thandeka**
LEADERSHIP INSTITUTE

XPastor
Expanding the Business Brain + Pastoral Heart



ENGAGEMENT 101

Why is Engagement important in Businesses?

1. **The bottom line.** Various research studies prove that higher levels of staff engagement led to higher profitability.
2. **Customer service levels rise** as employees are more engaged. Engaged employees take ownership of your business and therefore provide superior service.
3. It creates a **great place to work at.** Employees are motivated, feel safe, find meaning, build great relationships, work as a team, and become loyal citizens of the organisation.

ENGAGEMENT 101

Why is Engagement important in Churches?

1. **Leader** walks the talk – if the Senior Pastor is truly engaged, he goes first when asking others to do something.
2. **Staff members** speak from the same mouth – there is unity and alignment in vision and sharing that with the congregation.
3. **Volunteers** commit to their ministries – they are inspired by the work of Jesus in the lives of the staff.
4. Greater impact for the **Kingdom** – blessing of unity Ps 133

Principle

Humility

Practice

Vulnerability

Impact on Culture

Trust

Principle	Psychological Safety
Practice	Openness
Impact on Culture	Transparency and Truth

Principle	Rehumanise
Practice	Empathy and Listening
Impact on Culture	Loyalty and Community

Principle

Gratitude

Practice

Celebration

Impact on Culture

Valued

Principle	Integrity
Practice	Accountability and Feedback
Impact on Culture	Clarity and Growth

Principle

Authenticity

Practice

Reflection

Impact on Culture

Awareness

Principle	Resilience
Practice	Legitimate Suffering
Impact on Culture	Tenacity and Perseverance

Principle

Innovation

Practice

Failing fast

Impact on Culture

**Learning and
Progress**

Principle	Hope
Practice	Coaching and Challenging
Impact on Culture	Meaning and Purpose

IMPACT OF INTEGRITY ON ENGAGEMENT

- 1. Consistency in the character of the leader.**
- 2. Integrates the other eight principles – glue**
- 3. Clarity of purpose**

INTEGRITY AT WORK

- 1. Openness from the leader – invitational demeanor**
- 2. Value people as human beings**
- 3. Embracing the reality of circumstances – Joh 16: 33**

ACCOUNTABILITY AND FEEDBACK

- 1. Leaders with integrity embrace the difficult conversations**
- 2. Jesus with Peter – Matt 16: 23**
- 3. Jesus with His disciples – John 6**
- 4. Jesus with the Pharisees – Matt 23**

KEYS TO EFFECTIVE FEEDBACK

- 1. Prepare**
- 2. State your motive**
- 3. Stick to the facts**
- 4. Ask questions for clarity**
- 5. Explain that feedback is an ongoing process**

IMPACT OF EFFECTIVE FEEDBACK

- 1. Clarity**
- 2. Growth**
- 3. Alignment**
- 4. Accountability – organizational citizens**