

# MANAGEMENT & LEADERSHIP

## Critical Leadership Skills Transit Managers and Supervisors Need Today (Interactive)

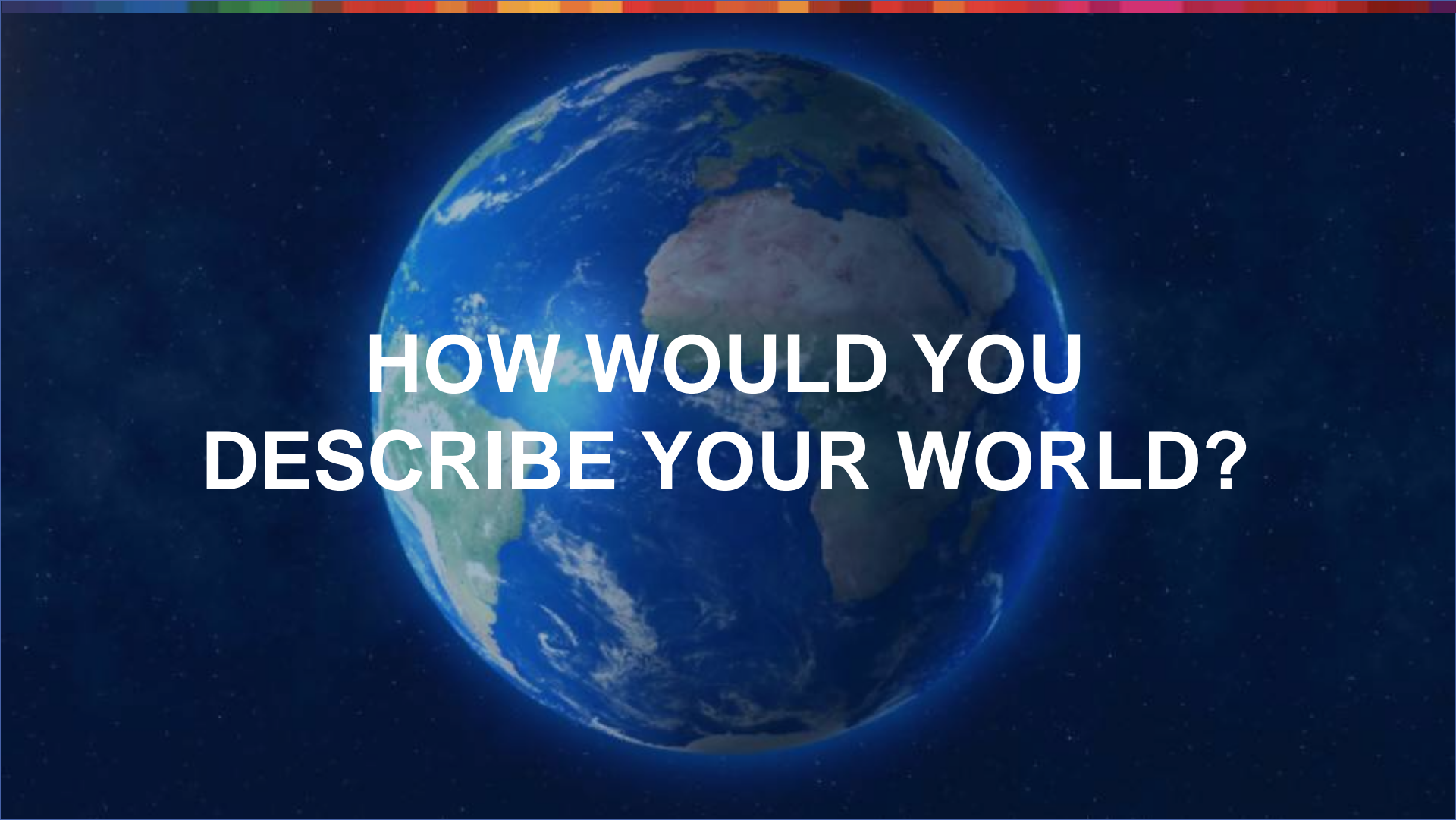


# **CRITICAL LEADERSHIP SKILLS IN TODAY'S TRANSIT WORLD**

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**Lisa Rheinheimer**

A photograph of Earth from space, showing the Americas and Africa. The Earth is centered in the frame, with the Americas on the left and Africa on the right. The background is a dark blue space filled with stars. The text is overlaid on the center of the Earth.

**HOW WOULD YOU  
DESCRIBE YOUR WORLD?**

# HOW LEADERS DESCRIBE THEIR WORLD



Ambiguous

Volatile

PARADOXICAL

Uncertain

Complex

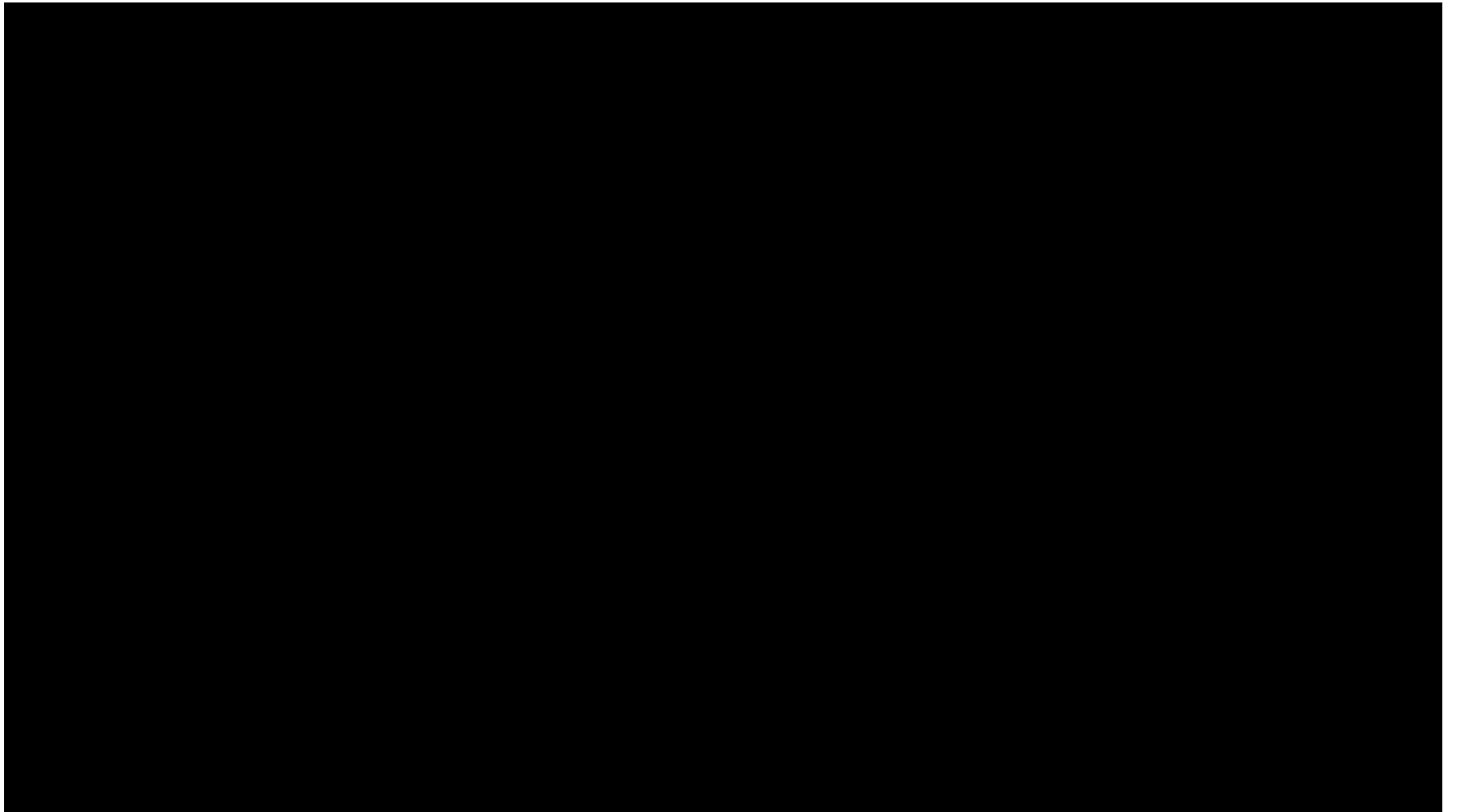


A photograph of the Earth from space, showing the continent of Africa and the Atlantic Ocean. The Earth is illuminated from the left, creating a bright blue glow around its edge. The background is a dark, starry space.

**VUCAP**

# LEADERSHIP IS...

*The process of  
unleashing the energy of others  
toward worthy goals.*



# LEADERSHIP SKILLS IN A **VUCAP** WORLD



1. Live our values
2. Engage, don't just include
3. Innovate rapidly
4. Adapt technology
5. Ensure fair, frequent feedback
6. Provide mentors & coaches
7. Motivate diverse, collaborative teams
8. Grow emotional intelligence
9. Embrace agility and paradox
10. Make data-driven decisions

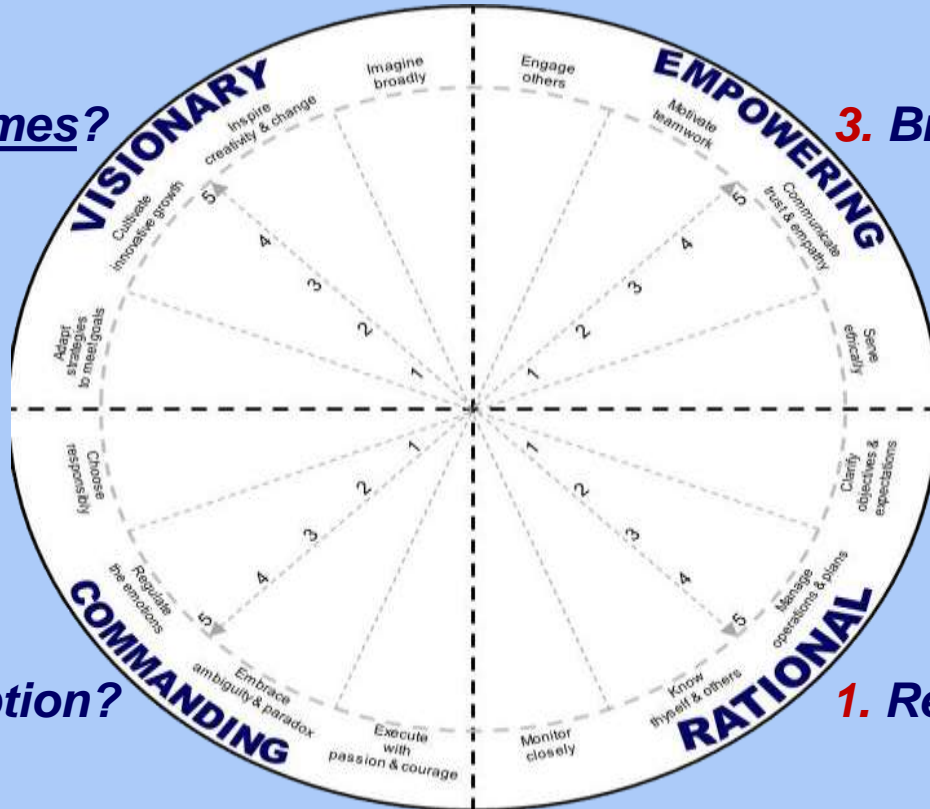
GLF (2,488), Bloom (35,000), PwC Workforce 2030 (10,000)



# XLM Data-driven Decision-making

2. Desired Outcomes?

3. Brainstorm Options?

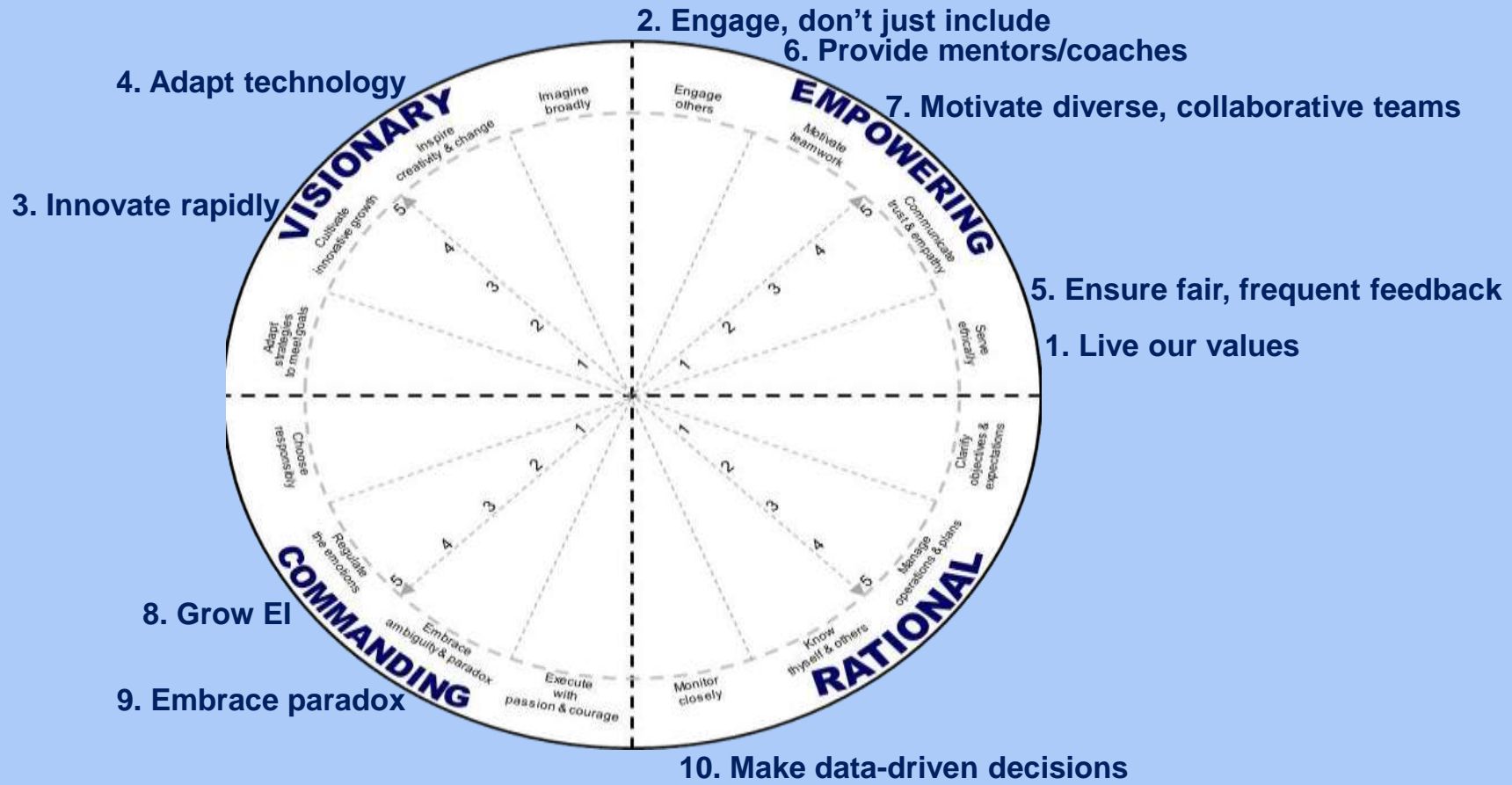


4. Decide best Option?

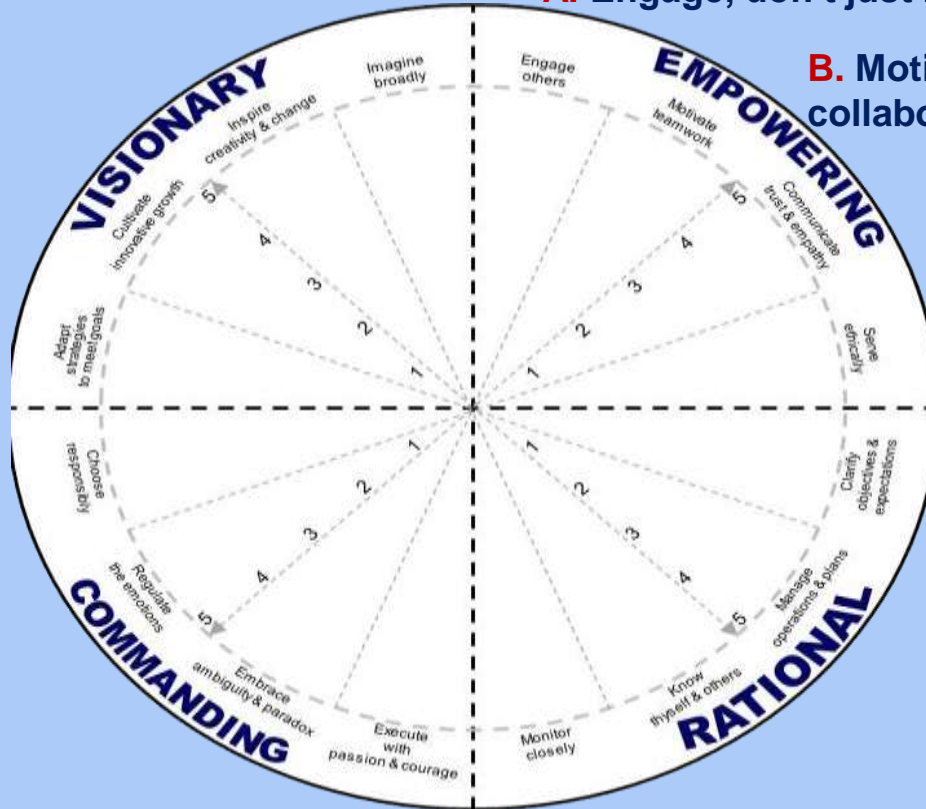
1. Relevant Facts?

*F.O.O.D. for thoughtful decisions.*

# XLM and VUCAP Skills Overlap



# The eXpansive Leadership Model<sup>®</sup>



**A.** Engage, don't just include

**B.** Motivate diverse, collaborative teams -

**C.** Ensure fair, frequent feedback

# HOW TO BUILD EMPOWERING SKILLS

## A. ENGAGE, DON'T JUST INCLUDE

1. Engage others in decision making
2. Enable others to do their best every day
3. Delegate routinely to develop others

## B. MOTIVATE THE TEAM

4. Create diverse teams with clear goals, roles, norms
5. Manage performance issues
6. Obtain resources for team success

## C. ENSURE FREQUENT, FAIR FEEDBACK

7. Provide weekly, 5 minute feedback
8. Discuss development regularly
9. Communicate how daily work impacts long-term goals

*Our assigned skill (ABC) will improve if we (1-9) by \_\_\_\_\_.*

# BUILD EMPOWERING SKILLS

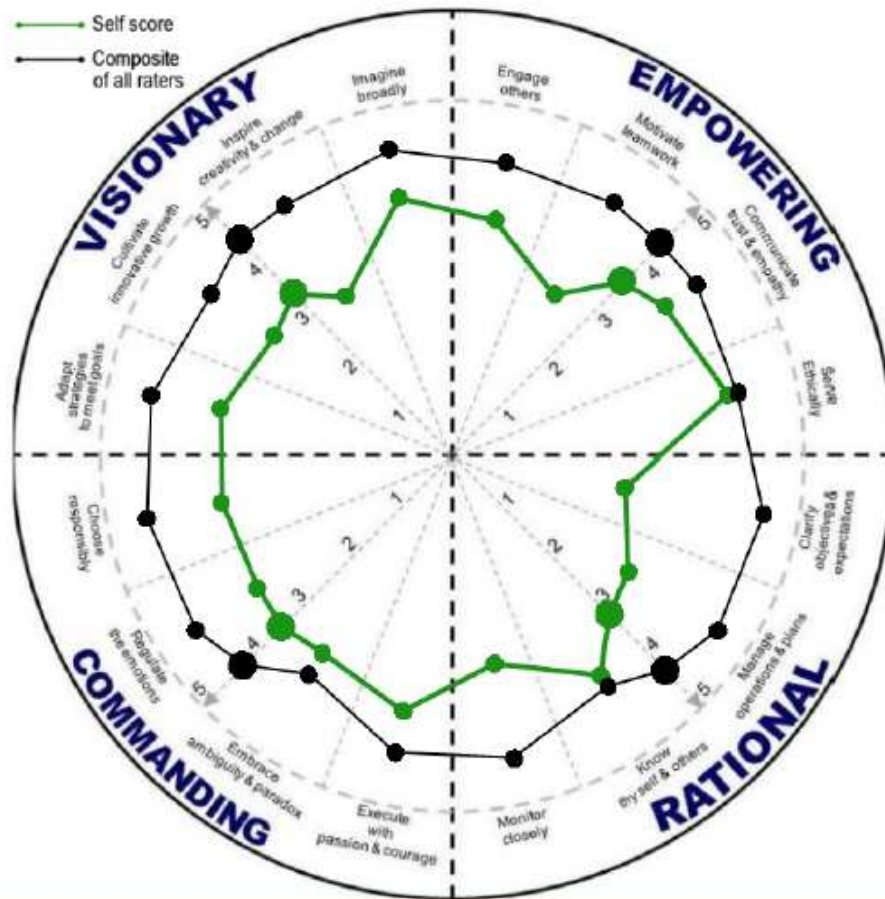


*I will be an even better leader if I \_\_\_\_\_*

**Make it a positive, practical, observable action**



# BUILD EMPOWERING SKILLS



# CRITICAL LEADERSHIP SKILLS IN TODAY'S WORLD

## TAKE small STEPS:

Use leadership definition to “unleash...”  
Strengthen your 10 skills in our VUCAP  
Ask the 4 questions of decision-making  
Apply 9 tactics to boost empowering

*The Executive's Paradox* - Page 36 = XLM  
Contact me ([DJ@DaveJensenOnLeadership.com](mailto:DJ@DaveJensenOnLeadership.com))



PEANUTS OVER TIME  
TURN INTO POUNDS!





# CRITICAL LEADERSHIP SKILLS IN TODAY'S WORLD

**TAKE** small **STEPS:**  
**THANK YOU**

*The Executive's Paradox - Page 36 = XLM*  
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# Does DATA Drive Our...

## Business

miles between road calls, mean time between failures, on time performance, ridership, number of active vehicles in fleet, accidents, injuries, crime statistics, fuel type, total miles on active vehicles, budgets, schedules, condition of assets, average lifetime miles per active vehicle, farebox recovery ratio, customer satisfaction, feedback from community, customer surveys, vehicle revenue miles, vehicle revenue hours, average weekday, Saturday, & Sunday schedule, gallons of diesel, bio-diesel, gasoline, natural gas...



# DATA



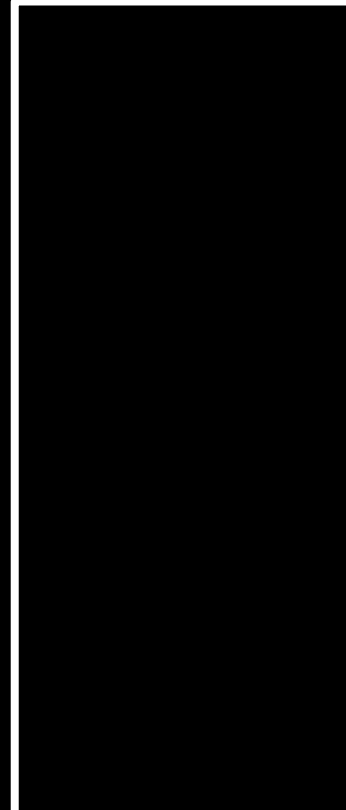
**is the GPS of transit**

# Does DATA Drive Our...

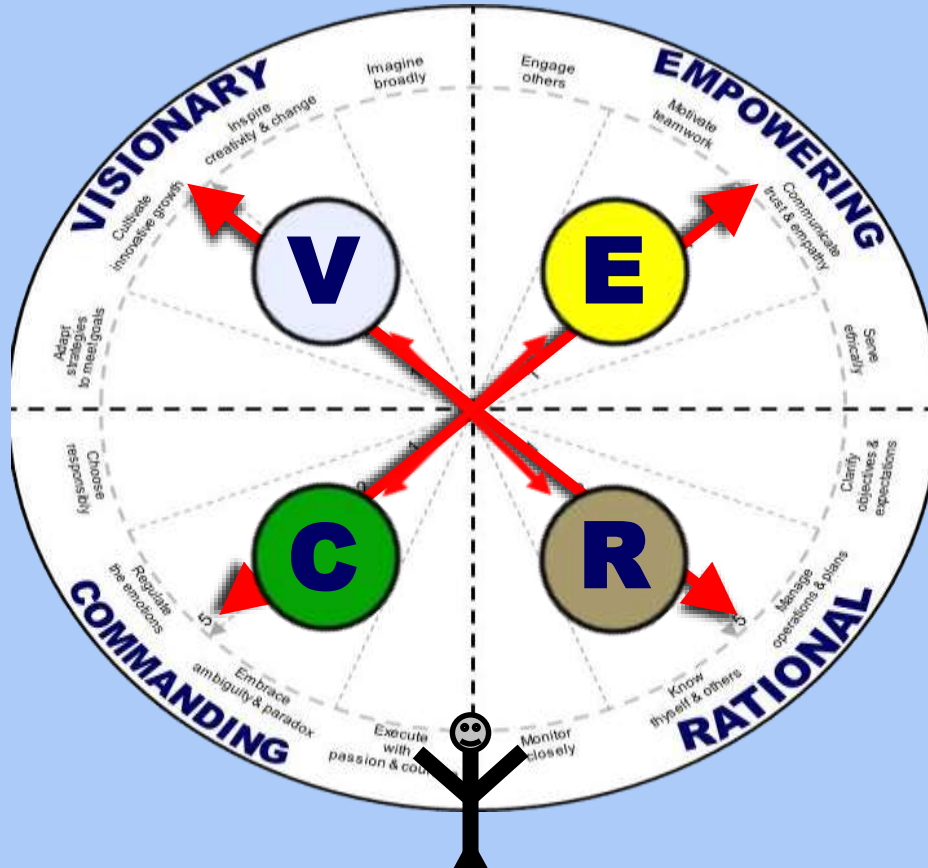
## Business

miles between road calls, mean time between failures, on time performance, ridership, number of active vehicles in fleet, accidents, injuries, crime statistics, fuel type, total miles on active vehicles, budgets, schedules, condition of assets, average lifetime miles per active vehicle, farebox recovery ratio, customer satisfaction, feedback from community, customer surveys, vehicle revenue miles, vehicle revenue hours, average weekday, Saturday, & Sunday schedule, gallons of diesel, bio-diesel, gasoline, natural gas...

## Leadership



# The eXpansive Leadership Model®



# BUILD EMPOWERING SKILLS

