

Shine as a Leader
Area 3 Workshop
May 3, 2008
10:40 A.M. to 11:50 A.M.

Session Objectives:

- Define leadership vs. Management
- Define Zonta Leadership and identify the four stages of Zonta Leadership
- Identify the challenges Zonta leaders face
- Identify responsibilities of Good Zonta Leadership
- Explore communication strategies

Management > Leadership > Zonta Leadership:

- Management is process in which someone is responsible for an area of operation necessary to run an organization. Managers manage things such as a business, a department, a household, a team, an event. Words to describe management are handling, controlling, directing, etc.
- Leadership is the process in which someone guides or leads people by inspiring or motivating them to work together toward achieving a common goal. Words that describe leadership are guiding, motivating, encouraging, delegating, facilitating, etc. are descriptive words.
- Zonta Leadership is to inspire and motivate members to work together to achieve Zonta's goal, "advancing the status of women, worldwide, through service and advocacy". This leadership occurs at the committee, club, area, district, and international levels.
- Zonta leaders use both processes. The club president manages the club, but is expected to lead its members toward Zonta's common goal.

Challenges Zonta Leaders face:

- All members, by virtue of membership criteria, are all leaders or managers
- (Decision-makers in their own fields). This is both a strength and a "curse"
- Members are of widely diverse professions and businesses
- Members are, or should be, of widely diverse ages and interests.
- Members are volunteers and members by choice.

Zonta Leaders face a serious challenge in inspiring and motivating such a diverse group of people. They need to be able to balance the need for accomplishment with the needs and desires of the members. Remember, participation in Zonta is part of the leisure time of its members. The challenge is to keep it simple and keep it fun.

Good Zonta Leaders: Remember, when asked, agree to serve and serve enthusiastically.

- Need to understand Zonta:
 - ZI history.
 - Purpose and objectives.

- Structure and function.
- By-Laws and Rules of Procedure.
- Process for conducting business.

Need to have:

- Commitment to the mission.
 - ✓ Members are recruited and join because of mission
 - ✓ Members become dissatisfied if they believe they were “sold a bill of goods”.
 - ✓ Mission provides the means to evaluate service requests
 - ✓ Mission provides cover when the club is approached by groups/charities they do not wish to work with or believe it is inappropriate to support.
- Commitment to members’ needs.
 - ✓ Members are the backbone of the organization
 - ✓ Unhappy members tend to be disruptive, create controversy and interrupt mission focus and outcomes.

Need to develop skills to:

- Run an effective meeting.
 - ✓ Planned and timed agenda to stay focused. Follow the agenda, pulling people back when discussion tends to stray.
 - ✓ Use parliamentary procedure to keep meeting flowing smoothly, while allowing participation by all members.

- Share information.
- Listen to diverse opinions and respond appropriately.
- Give clear direction and support
- Delegate.
- Communicate.
- Recognize and appreciate.
- Mentor up-coming Zonta Leaders.
- Problem-solve and manage conflict.
- Motivate members.

Stages of Zonta Leadership:

1. Pre-leadership:

- During this period, current leaders are observing and assessing members’ leadership potential and guiding them through the process of learning what Zonta is all about, as well as asking them to take on some functions.
- Members are observing leaders, learning the Zonta process and identifying what committees, committee chairmen and officers do.

2. Leadership:

- Those members interested in leadership progression begin to take on increasing leadership roles moving from committee chairman to board and officer roles.

- These new leaders should take care to recognize the knowledge and seek advice of previous leaders as appropriate

3. Post-leadership:

- Past leaders move aside, let go of the reins, and take on an advisory, supportive role to the new leaders. They also mentor new members and members who show potential and interested in club leadership.
- Past leaders may also observe potential Zonta roles outside the club.

4. Moving Outside the Box:

- Past club leaders consider leadership positions outside the club, within Zonta, such as: Area Director, District Committees, District Officer, District Governor and then ZI leadership role.

Effective Communications:

- Be clear, ask for feedback.
- Listen actively, observe for understanding through expression and body language
- Consider gender differences in communication and the impact on group dynamics
- Consider differences in perceptions based age differences.

Exercise in leading strategies.