

Action plan



Create an environment to improve leadership

The best leaders are the ones who understand that they don't know it all. Recognising that there's always room for you to develop is the first step to improving as a leader; the next step is to create an environment that supports that. Surrounding yourself with people who are comfortable sharing ideas and challenging your viewpoint is a great place to start.

- **Effort:** High
- **Impact:** Medium

Actions:

Speak to peers about their approach to leadership and what they've learnt as their business has grown, and share your situation.

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** Experienced leaders can provide useful context on the mindset and techniques you need to develop to be effective in your role. Someone that's had similar experiences will be able to break down what you're going through.

Avoid an echo chamber by speaking last at meetings once everyone else has shared their opinions.

- **Impact:** Medium
- **Suggested duration:** 10 days
- **Why this will help:** Inviting everyone else in meetings to speak first will stop others from being afraid to share ideas that conflict with your own.

Send out an anonymous feedback survey that asks employees how they feel about the leadership and ways you could improve.

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** Employee feedback can highlight important issues that need to be addressed. Starting with an anonymous survey will result in more honest responses.

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Explain the actions you're going to take as a result of the feedback and set yourself targets to stay accountable.

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** Demonstrating that you've listened to the feedback and are prepared to make changes can make staff more confident about speaking up in future.

Make asking for feedback a regular occurrence to foster an environment that improves your leadership.

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** Asking for feedback frequently will get staff in the habit of opening up and being honest about ways to improve.

How will I know if my action plan is working?

Way to measure success

Employee feedback surveys.

Why this metric?

Employee feedback surveys allow you to sense check whether you've improved as a leader.

How do I start tracking?

Send out a short online survey in every quarter. Compare the responses to previous surveys to determine where you've improved and whether more staff are engaged in giving feedback.