**DATE:** Friday, June 3rd, 2016

**CLASS TITLE: *Be Careful What You Wish For***

**CLINICIAN:** Harriette Walters

**AUDIENCE:** Region 16 Chorus Administrative Leaders

**WHAT DO YOU WISH FOR?** (Around the room)

* A positive and happy chorus
* Find out what’s working for other choruses that we can apply
* Fundraising opportunities
* Chorus buy-in
* A chorus that never flats!
* Retention of existing members
* Get new members
* Changing chorus culture
* Get chorus to use Social Media and technology
* How to motivate people, sections, teams
* How to best handle dealing with change
* Improve the singing quality of our chorus
* Learn how to manage people’s tolerance for change (or lack thereof)
* To understand better where the Sweet Adelines organization as a whole is going / leadership direction
* Tapping in to YWIH
* How to get more gigs
* How to better present ourselves in performances, shows
* How to transition through our membership growth spurt
* Motivate chorus members to get more involved in things
* How to deal with some difficult people
* How to get more accountability
* Spread the work so only a few don’t have to do it all
* Effective communication
* Networking with other chorus leaders

**CHARACTERISTICS OF GOOD LEADERS** (Around the room)

***What behaviors and attributes do you look up to in a good leader?***

* Be consistent
* Driven by passion from the heart
* Someone who walks their talk
* Honesty
* Visionary
* Genuine
* Kindness
* Good Listener
* Willing to do work (willing to get their hands dirty)
* Inspires confidence in others
* Sets people up for success (leadership succeeds when the people they are leading succeed)

**CHARACTERISTICS OF GOOD LEADERS (Around the room)** - continued

***What behaviors and attributes do you look up to in a good leader?***

* Not afraid to deal with difficult situations
* Flexibility
* Giving people the freedom to do their jobs and trusting that they will
* Recognizing and utilizing other people’s capabilities and strengths
* Utilizes others’ strengths and gives them credit for it
* Organized
* Coaching people
* Approachable
* Fair
* Acknowledges their own weaknesses and vulnerabilities
* Solution-oriented, but without ego
* Encourage talent
* Gives feedback
* Tactfulness / diplomacy
* Understand people and what drives them and/or what can change their behavior
* Empathy for others
* Respect information confidentiality and member privacy
* Accepting people for who they are and their differences
* Good communicator
* Sense of humor
* Be a good role model

**QUESTION TO THINK ABOUT: *What behaviors of YOURS could you improve or change?***

**HARRIETTE’S COMMENTS:**

* The reason why all the things the class wishes for (listed above) do or do not happen is because our culture needs to be strong. We’ll be talking about ways to create culture, maintain it and/or strengthen existing culture.
* Identifying and getting buy-in on chorus culture will clear the way for the chorus to focus on music.
* We can’t just focus on our singing without tending to people.
* Sometimes we just get ‘stuck’ and plateau. If so, it means a culture change is needed.
* Chorus issues and culture change frequently and, as such, should be re-evaluated continually.
* Being a leader of people you love and who are like family is tough and makes us somewhat unique in our organization. We tend to fall a bit short on being great leaders due to the personal relationships we have with chorus members.
* If chorus members are not totally on-board with something, we must do something *different!* Your leadership teams must evolve.
* We can affect people’s behavior in a very big way.
* We can’t be afraid to have high expectations.
* Don’t shy away from truly leading just because this is a volunteer organization and we are leading volunteers.
* If we as leaders, as well as our choruses, are not reinventing ourselves all the time then we’ll continue to experience many bumps-in-the-road and not grow and flourish.

**HARRIETTE’S COMMENTS** (continued)

* All members and leaders *need to be willing to do what it takes to get what we say we want.* We need to help our singers to understand and connect the dots between what they *say* they want (a ribbon, a score increase, membership growth, etc.) and the specific behaviors that must be changed in order to accomplish it.
* Choruses are a reflection of the director.
* As leaders, we need to be aware of how OUR behavior affects other people’s behavior.
* **Passion, attitude and heart can drive efforts for some time, but without the skill in the organization and leadership, we are sure to falter.**
* **Development is key. Without it, we can see daily frustration as we need practice success, quality of organizational life, and overall satisfaction.**
* **Effective leadership is not based on being clever, it is based primarily on being consistent.**
* **Developing the types of skills needed to run a successful organization requires a commitment – not only to learning, but also to the implementation and follow-through of new ideas. Re-ignite the passion and heart that still burns in you to lead and inspire your team. Search for new skill sets that will best position you to find the success you desire.**
* **Leaders, by definition, are effective visionary agents of change affecting the thoughts, behaviors and actions of others through direct and indirect means.**
* **Leadership, by definition, is a process of influence by which an individual or group is compelled to pursue and value objectives shared by the leader. Leadership involves the mastery of people.**
  + **To define and establish a sense of direction**
  + **To accept leadership as a responsibility rather than a rank**
  + **To earn and keep the trust of others**