

# PSA LINK

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PSA SHOP STEWARD NEWSLETTER

## Develop your **LEADERSHIP** skills

**Shop stewards are a vital link between employees and employers. To effectively participate in this process, a shop steward must have leadership qualities as an impactful representative.**

Not everyone is a natural leader, but leadership skills can be developed and enhanced if an individual is willing to put work and effort into self-development.

### Be self-disciplined

Good leaders need to set examples in their professional life. Be on time for meetings and appointments. Communicate your progress on cases/disputes to the members you were chosen by to lead. A disciplined leader also has the ability to be a good follower and to allow others to take the lead.

### Be willing to take on more responsibility

Avail yourself, within reason, to assist whether it is part of your daily job or something out of your comfort zone.

### Understand the organisation's shared goals

Planning for long-term contingencies and organisational strategies enables a workplace to deal with arising problems. Understanding the vision and mission of the employer where you operate will help you be a more-informed representative.

### Be open to learning new skills

Keep learning to maintain a sharp mind and to attain more skills. Learning new skills empowers you with the ability to foresee potential problems, whilst allowing you to handle more complex projects.

### Improve your listening skills

The ability to listen is a valuable skill that a leader and a representative must possess. This allows a representative to be more objective when offering advice and in interactions with the employer. Communication is not only about what you say, but a good listener needs to be able to pick-up on an individual's body language. Resolving conflicts is a key element in leadership. This applies both to interactions with the employer as well as with those you represent.

### Understanding the value of team work

As a leader or representative, you are part of a team, taking proactive steps to understand the people around you, shows that you value and respect those who have elected you to lead within their structures. Offer encouragement and guidance where needed. Empower your teammates with knowledge of their rights and interests according to governing legislation.

**As a shop steward, maintaining your professionalism in all work-related matters, being credible, fair and trustworthy, will not only improve your ability to recruit but also strengthen your ability to represent members effectively.**

