



# Emerging Leaders Insights

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## Joys and discomforts of a new leadership position

By Rhett Laubach, @yins1

Congratulations. You have been promoted to a management position you have been hoping to receive for quite some time. You have set goals, worked hard, kept your nose clean, excelled in your former positions and you finally made it. Now, the hard work begins. How do you motivate your staff to give their best? How do you help your team see you as a team leader (when you have been a peer up until now)? How do you manage your time to accommodate all the extra tasks on your plate? How do you make decisions like a leader? How do you coach people? How do you let people know they have to be let go?

You certainly need more education and experience to handle all of these situations. It does matter. The number one reason why people leave a job is because their boss did not know how to lead. The quality of the boss/leader/supervisor/manager/team leader is one of the single most influential elements on the quality of life in a workplace. You want (and need) to be in the category of "great boss." I encourage you to be very self-aware of your strengths and weaknesses as a leader and work to develop in your areas of need. Contact me if you'd like to set up a coaching session (owner@yournextspeaker.com). My life's work is training leaders to be more effective.

Today we will look at five behaviors of effective new leaders that are vital to their success by looking at Julie. She has just been promoted to a new management position and is doing a great job. Her team trusts her. She is sending her division of the bank in the right direction. How is Julie accomplishing this? Following are five insights:

1. Julie let go of the thoughts and processes she had as a team member. She learned quickly how to put decisions, emails, conversations, etc. through the filter of leadership. Her experience as a team member is certainly beneficial. However,

decisions as a team leader can be more complex, weighty and require a more measured approach.

2. She asks questions when necessary. Julie understands that she was not hired to be perfect and because she knew everything. She was hired because she was an exceptional team member and because she had the potential to be a highly trusted leader. Julie looks for opportunities to sharpen her leadership skills.

3. Julie knew going in to the position that there would be push back from two groups of people – those individuals she used to be team members with and those individuals on her new team with more experience and/or age. She focuses on not taking offense to these dynamics, nor does she allow them to apply unnecessary stress on her work life. She takes every push back, big or small, in the proper context and stays focus on the work at hand.

4. Julie expects to have to continue to earn trust. She does not assume that her position included an instantly high trust level from everyone. This allows her to lead by example – working harder than her team, showing up early, leaving late, sticking to commitments, etc. She maintains her work-home life balance; being a leader doesn't equal zero home life. However, she is a living example of the old saying that no leader should ask his/her followers to do anything they are not willing to do also.

5. She was a likeable, personable person before the promotion, but has worked hard to increase these traits. She forgives first, trusts others quickly, replies to requests of her time/attention quickly, listens actively, doesn't make other people fight for her time/attention, encourages and builds up her team genuinely and often, coaches her team members in privacy, and is a source of optimism in the office, etc. Julie is a meaningful source of joy for not

only her team, but for the bank as a whole.

I experienced push-back from my co-workers when I took one of my first jobs soon after college. I had a Senior Director position and two of the Directors (less pay, but more experience and older) actually set me down individually to let me know I had no say over what they did. It was a rude awakening to work life as a team leader, but I didn't let it tarnish my excitement or my commitment and passion to providing great leadership for that office. Congratulations on your new position. There aren't many parts of professional life more meaningful or significant than being a leader others want to follow. I wish you all the best.

Following are a few additional writings I have done on my leadership blog you will find valuable to review:

- **Stress Management** - <http://plileadership.blogspot.com/2014/02/relax-five-steps-to-stress-management.html>
- **Making Difficult Decisions** - <http://plileadership.blogspot.com/2013/02/wise-judgement-you-can-only-choose-one.html>
- **Key Relationship Skills** - <http://plileadership.blogspot.com/2012/12/fostering-relationships-five-essential.html>
- **Time Management Tips** - <http://plileadership.blogspot.com/2012/09/goal-processing-time-management-pillars.html>
- **Leadership Principles for Difficult Conversations** - <http://plileadership.blogspot.com/2012/05/fostering-relationships-leadership.html>
- **The Biggest Team Mistake Leaders Make** - <http://plileadership.blogspot.com/2011/10/fostering-relationships-biggest-team.html>

# ABA Government Relations Summit recap

In late March, the ABA held their annual Government Relations Summit in Washington, D.C. Several members of Emerging Leaders attended. Below are what two of them had to share.

"The ABA just recently concluded their annual Government Relations Summit in Washington D.C. In Oklahoma, we are fortunate to have representatives and senators who are proponents of community banking. However, as Emerging Leaders, it is our responsibility to continue to reach out to these leaders to support and encourage them to take action now to resolve some of the key issues that are slowly destroying the industry. The Government Summit reiterated this push, and our congressmen would like us to continue to provide real examples of how we are unable to complete traditional banking transactions due to the heavy restraints being put in place by various regulations. Please continue to send these examples to help support our congressmen as they begin to take up our fight and move into action. Also, make sure you send Roger Beverage gratitude as he is the boots on the ground with our Congressmen and is currently helping them draft legislation to target some of the most egregious blows that the Dodd-Frank Act has impacted on community banking."

-- Austin Elsey, lead credit analyst-SVP at SpiritBank, Tulsa

"After attending the ABA's Government Relations Summit in Washington D.C. I came away with a deeper understanding of the present issues and the work that goes into fighting the legislation that has hampered many of Oklahoma's community banks. Our sens. and reps. are aware, agree and support us in all of our complaints/requests to provide our customers with the same services that we have always been able to provide to them. We really just need to say thank you to them because they do such a great job representing us. Roger Beverage and the OBA staff do a fantastic job as well in relaying our frustrations and the push to change some of the clear black and white issues that affect our banking industry. Being part of the Emerging Leaders program has given me insight to the challenges of the banking industry and how we as young bankers will someday be at the forefront of these and new issues and we will need to have an understanding of what it takes to relay our thoughts and problems to our legislators."

-- Ryan Newby, loan officer at Bank of Laverne, Laverne

## MEMBER SPOTLIGHT

### Jennifer Sommers

Jennifer Sommers, branch manager at The Community State Bank in Poteau, was recently named an officer of the bank.

Jennifer has been married to her husband, Jay, for 13 years and they have two sons, Jace, 12, and Jance, 8.

Away from work, Jennifer enjoys a variety of things including singing, cooking, traveling, movies and holiday get-togethers.

What sets her apart from many is her drive to compete in races. Jennifer is an avid runner, cyclist and triathlete. She aspires to one day not only compete in but to also complete an Ironman race.

*Each month in this section we'll highlight a member of Emerging Leaders. Would you like to be spotlighted? Do you know someone that should be spotlighted? Let us know at [kristin@oba.com](mailto:kristin@oba.com).*

## Industry Updates

The banking industry is always changing, here are some brief updates for you:

- The Homeowner Flood Insurance Affordability Act of 2014 reserves some of the damage done by the Biggert-Waters Flood Insurance Reform Act of 2012. Read more about it at <http://www.ababj.com/blogs-3/common-sense-compliance/item/4505-new-law-washes-away-some-biggert-waters-damage>.
- The ABA Banking Journal had a wonderful review of the Government Relations Summit, which can be found at <http://www.ababj.com/component/k2/item/4506-cfpb-sends-gets-messages-at-aba-summit>;
- Are you aware of the real story of Oklahoma credit unions? The story has been updated with 2013 numbers. Review the facts with the one page PDF at <http://www.aba.com/Issues/CUdocs/CreditUnionbyStateOklahoma.pdf>; and
- The Federal Reserve Board has released the results of its December 2013 survey regarding mobile banking. Read the about the results at <http://www.federalreserve.gov/newsevents/press/other/20140325a.htm>.

## Emerging Leaders notes

- We have two socials planned for June! What could be better than a baseball game on a summer night? On [June 12](#), Emerging Leaders will enjoy the Tulsa Drillers game in Tulsa and on [June 26](#), we'll see an Oklahoma City RedHawks game;
- The [Emerging Leaders LinkedIn group](#) page is now up and running. It is a closed group so make sure you request membership. With Emerging Leaders in all corners of Oklahoma, this will be a great resource to maintain conversations with your peers;
- Convention will be here before we know it. Let us know if you'd be interested in having an Emerging Leaders happy hour on Wednesday night. If you are, we'll make it happen; and
- As of March 31, Emerging Leaders has officially reached 200 members. Whata way to end the month.

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