

Leadership Alerts

Articles & Links on Educational Leadership, Tech and Customer Service, Compiled & edited by VCC Library

October 4 2017

Sostrin, J. (2011). [Transforming Barriers to Learning and Performance](#). *OD Practitioner*, 43(2),14-21.

The article provides a detailed description and case example of a way to transform individual and team barriers into pathways for sustained learning and performance. It explores the three fundamental levels that barriers should be taken as a considerable toll on the workplace. It also examines the benefits of Constellation Effect of Barriers (CEB) in barrier transformation. [ABSTRACT FROM AUTHOR]

Ryan, J. E. (2017). [5 Questions Leaders Should Be Asking All the Time](#). *Harvard Business Review Digital Articles*, 2-5.

As you move up in an organization, people increasingly look to you for answers. But the best leaders don't provide all of the solutions — they inspire curiosity, creativity, and deeper thinking in their employees. And that starts with asking the right questions. Encourage your employees to slow down and explain what they're proposing in more detail by saying something simple and to-the-point, like "Wait, what?" You could also use phrases like "I wonder why..." to encourage curiosity. And then follow up with "I wonder if things could be done differently." Another question to try: "How can I help?" This question forces your colleague to define the problem, which is the first step toward owning and solving it. [ABSTRACT FROM AUTHOR]

Conley, R. (2016). [All you need is trust](#). *Chief Learning Officer*, 15(4), 18-64

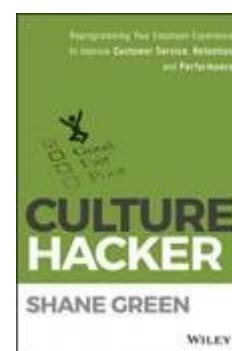
The article focuses on the importance of trust between leaders and employees. Topics include trust as the foundation of successful leadership and organizational culture, how leaders can build trust at the interpersonal level through one-on-one relationships and individual to individual, and the use of ABCD Trust Model as helpful tool in understanding the four elements of trust such as able, believable, and dependable. [ABSTRACT FROM AUTHOR]

Porter, J. (2016). [How to Handle the Naysayer on Your Team](#). *Harvard Business Review Digital Articles*, 2-5.

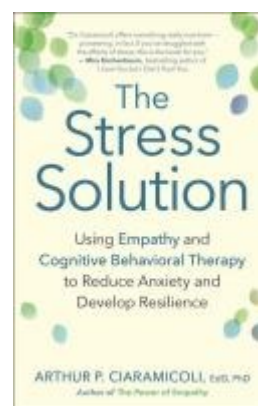
The article focuses on managing opposers or those employees with negative ideas in the work team, the reasons repeated oppositions cause negative reactions, and what a leader or team member can do to welcome an opposer's contributions without personalizing what feels like an attack. [ABSTRACT FROM AUTHOR]

BOOKSHELF SPOTLIGHT

[Culture hacker : reprogramming your employee experience to improve customer service, retention, and performance](#)



[The stress solution : using empathy and cognitive behavioral therapy to reduce anxiety and develop resilience](#)



[Performing under pressure : the science of doing your best when it matters most](#)

