



# Be Nice or Be Tough?

The Skill of Balancing in Leading Your  
Database

[JourneyWithLei.com](http://JourneyWithLei.com)

# Introduce Yourself

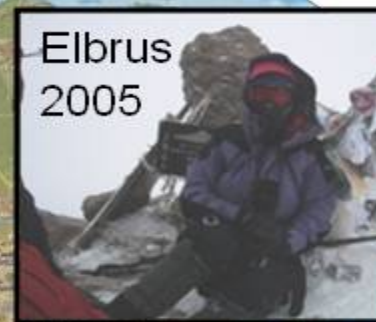
How do you describe your leadership style?



McKinley, 2007



North Pole, 2008



Elbrus  
2005



Aconcagua  
2008



Mt Everest  
2010



Carstensz  
Pyramid  
2007



Kilimanjaro  
2003



South  
Pole  
2008



Vinson Massif  
2007

# Nice & Tough?



# What are the Essential Quality/Traits of a Nice & Tough Leader?

# A Nice & Tough Leader is ...

- Authentic
- Confident
- Empowering

&

- Kind
- Loving

# An **AUTHENTIC** Leader

- Stay true to your Core Value
- Act with Integrity

# A **CONFIDENT** Leader

- Build a Culture of Trust
- Communicate with Confidence
  - Be Assertive and Direct in a Nice Way
  - Handle Conflict with Integrity
  - Conduct Difficult Conversations with Kindness and Love



# An **EMPOWERING** Leader

- Coach your team for performance
- Give honest & constructive feedback
- Acknowledge people in a powerful way
- Truly Listen & Connect with Care & Love

# How to Communicate as a Nice & Tough Leader?

# Assertiveness in a **Nice** Way

- **Authentic**
  - **Confident**
  - **Empowering**
- &
- Kind
  - Loving

# Assertiveness in a Nice Way

## MINDSET

- Foundation:
  - How do you VALUE yourself and others
  - Does it come from a place of Love or Fear?
- Intention
  - Assertiveness is done with intention of hurting no one, including themselves.
  - Assertiveness is to foster mutual respect

# Assertiveness in a Nice Way

## ACTION

- Speak to the point directly, without impinge on the rights of others
- Speak about matters, without personally attacking others

# Assertiveness in a Nice Way

## ACTION (cont.)

- Stand up for yourself, without invalidating other's self-worth
- Stand up for your ideas, without shutting down other's ideas
- Say NO clearly and firmly

# Assertiveness in a Nice Way

## ACTION (cont.)

- Be heard
- Listen with open mind
- Hear No, without getting defensive or taking it personally.

# Assertiveness in a Nice Way

## Responsibility

- Hearing all voices isn't someone else's job. We are all part of the problem and solution.
- What others hear may not be what you think you said.
- Some words send a negative kind of energy and goes a long way toward shaping others' perceptions of you.



# Word Matters

- “I’m Busy.”
- “I will try.”
- “Can you try ...?”

# Recap: A Nice & Tough Leader is ...

- Authentic
  - Confident
  - Empowering
- &
- Kind
  - Loving

# What did you learn?

- What's your most valuable take away today?
- How are you going to apply it to your life and work?
- What actions are you going to take? or changes to make?

*“What is it you plan to do  
with your one wild and precious  
life”?*

Ready to Move into Your Next Powerful  
Leadership Role?

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Questions? Book a time with me:

[JourneyWithLei.com/catchup](http://JourneyWithLei.com/catchup)