



LEADERSHIP





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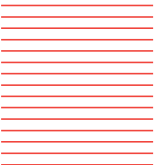




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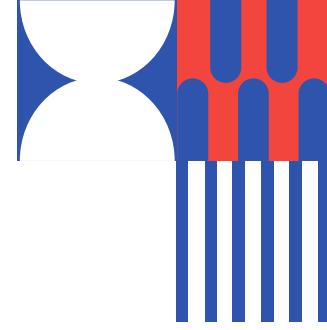
Three issues in the hospitality industry

LABOR SHORTAGES





LEADERSHIP

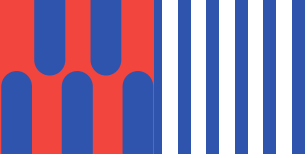


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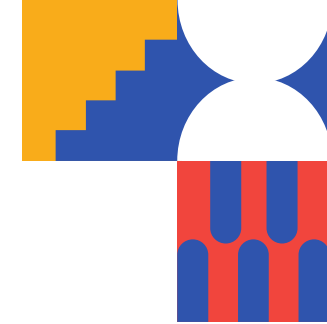
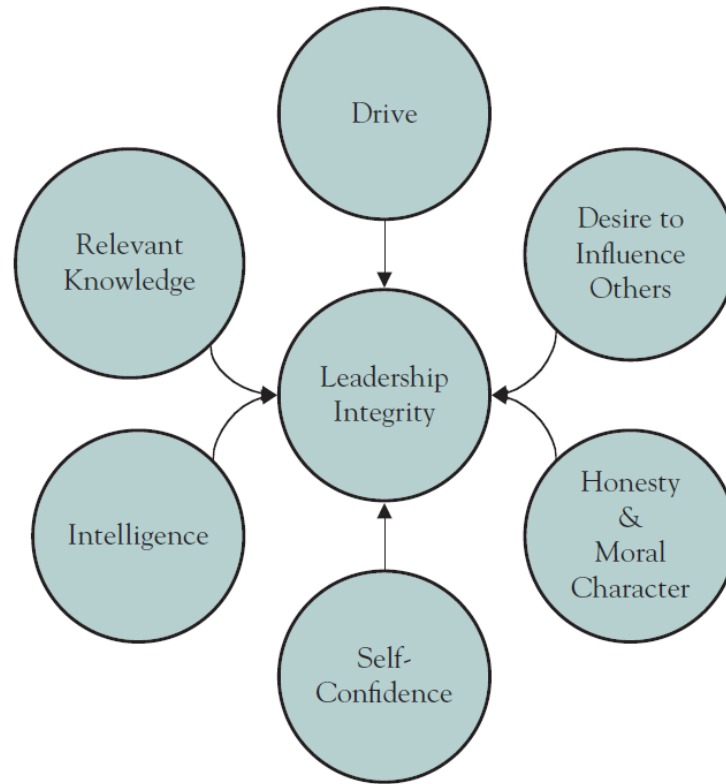
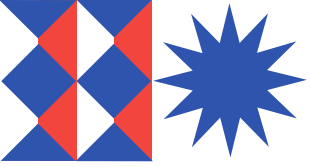




Leadership is not about a personal agenda or one's own interests but about something bigger than a single person.

It is about representing and bringing the best out of a group, a team, a community.





ONCE IS A MISTAKE. TWICE IS A PATTERN. THREE TIMES IS A HABIT.



Characteristics and traits of effective leaders



"I was just going to say, 'Well, I don't make the rules.' But, of course, I do make the rules."

Legitimate power

is derived from an individual's position in an organization

Coercive power

is derived from an individual's ability to threaten negative outcomes.

Effective leaders are able to influence others to behave in a particular way. This is called **power**. There are four primary sources of power:

Reward power

is derived from an individual's control over rewards.

Expert power

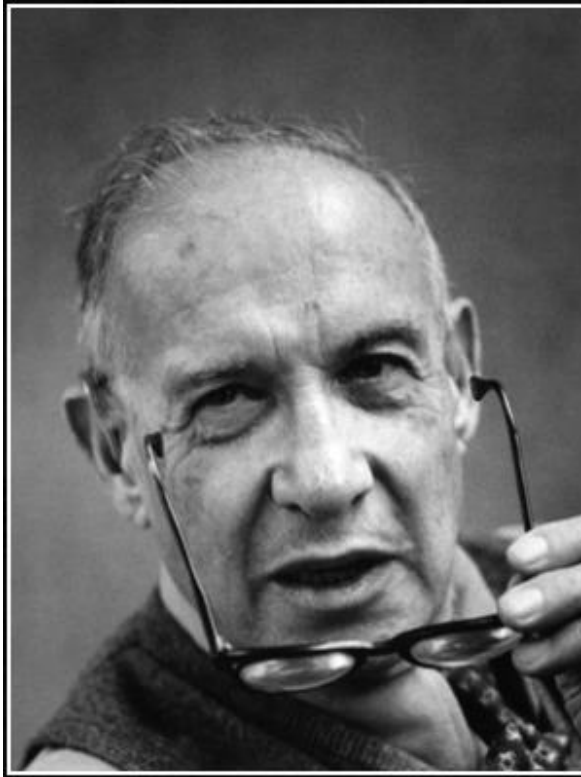
is derived from an individual's personal charisma and the respect and/or admiration the individual inspires.





“What is a leader, and how is it any different from being a manager?”

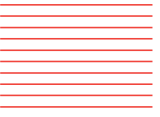
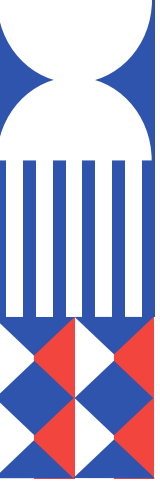




Management is doing things right;
leadership is doing the right things.

— *Peter Drucker* —

AZ QUOTES





Managers are involved in being efficient and in mastering routines.

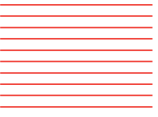
Leaders are involved in being effective and turning goals into reality.

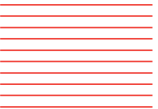
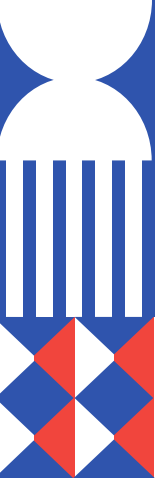


As a supervisor and leader, your job is to do the right things right, to be both efficient and effective.

An effective supervisor in the hospitality industry is one who

1. knows and understands basic principles of management,
2. applies them to managing all the resource operations.





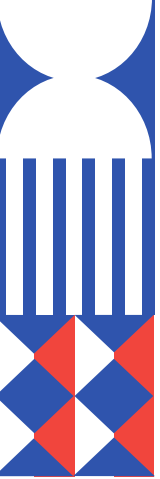


Women Manager & Leader

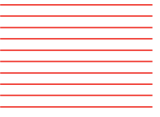


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Meskipun kepemimpinan biasanya didefinisikan dari perspektif yang buta gender atau netral gender, yaitu seolah-olah gender tidak relevan dalam pendefinisian, beberapa peneliti saat ini setuju bahwa gagasan umum tentang kepemimpinan telah dikonstruksi sebagai sesuatu yang maskulin dan mencerminkan norma laki-laki (Due Billing & Alvesson, 2000; Patterson et al., 2012b; Wahl, 1998). Posisi manajemen dan kepemimpinan dimaskulinisasi dan dibangun berdasarkan norma-norma laki-laki sedemikian rupa, sehingga menjadi sulit untuk memisahkan antara kepemimpinan dan laki-laki (Eagly & Carly, 2007; Mavin, Grandy, & Williams, 2014).


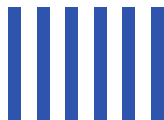


women have to work harder, make more effort, show competence and availability or be better than men in order to be as visible, credible and as recognized as men. Only then can they reach the same positions, and earn the same respect and recognition.





Stereotypes and Challenges *on one hand*

- ***Leadership Roles Seen as Incompatible with Family Commitments***
 - ***Lack of Female Role Models in Leadership Positions***
 - ***Gender Pay Gap***
 - ***Sexual Harassment and Safety Concerns***
 - ***Underestimation of Skills and Capabilities***
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A Great Opportunity *on the other hand*

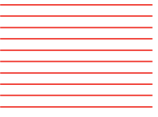
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- 1. Emotional Intelligence and Empathy**
 - 2. Strong Communication Skills**
 - 3. Collaborative Leadership Style**
 - 4. Adaptability and Resilience**
 - 5. Attention to Detail**
 - 6. Inclusive Decision-Making**
 - 7. Mentorship and Talent Development**
 - 8. Sustainability and Ethical Leadership**

Choosing a Leadership Style



Bagaimana mengarahkan dan mengendalikan pekerjaan orang lain, bagaimana membuat karyawan menghasilkan barang dan jasa.

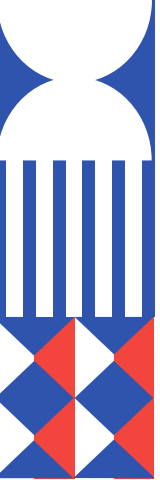
Cara memberikan instruksi, metode dan teknik yang digunakan untuk memotivasi karyawan dan memastikan bahwa karyawan melaksanakan setiap instruksi.





Forms of Leadership Style

<u>Autocratic</u>	<u>Bureaucratic</u>	<u>Democratic</u>	<u>Laissez-Faire</u>
Sees themselves as sole decision maker	Strictly by the book	Almost a reversal of autocratic	Hands-off approach
Shows little concern about others' opinion	Relies on rules and regulations	Wants to share responsibilities	Turns over control; delegates authority
Focuses on completing goals	Act like they are a police officer	Collaborates opinions when decision making	Works well when employees are self-motivated
Dictates tasks to be accomplished	Appropriate when employees are permitted no discretion	Is a concerned <i>coach</i> of the team	Little application in the hospitality industry



THE OLD-STYLE BOSS



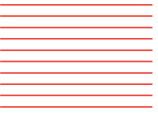
CARROT AND STICK

IDIOMLAND.COM

Meaning

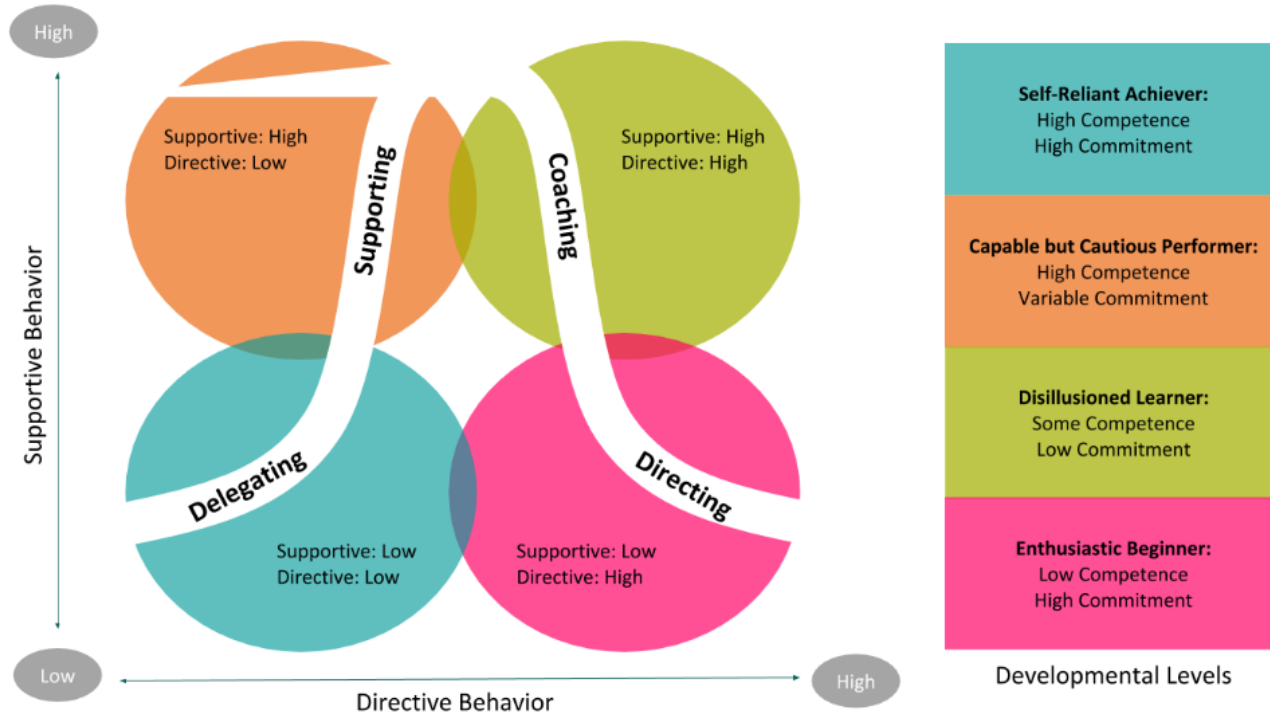
REWARD AND PUNISHMENT

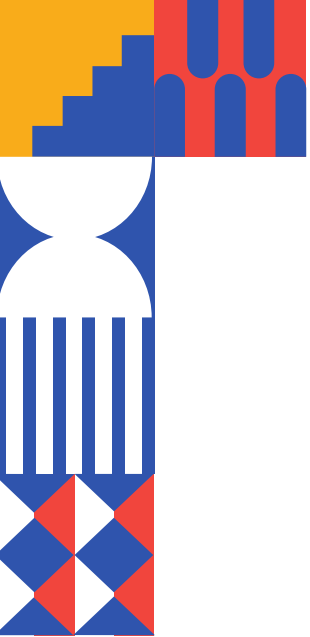
OUR COMPANY USES A **CARROT AND STICK** - MORE MONEY IS THE CARROT, LOSS OF YOUR JOB IS THE STICK



Situational Leadership

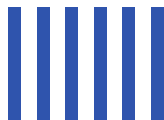
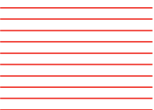
two categories: directive behavior and supportive behavior





TRANSACTIONAL LEADERSHIP

Examples of Transactional Leaders



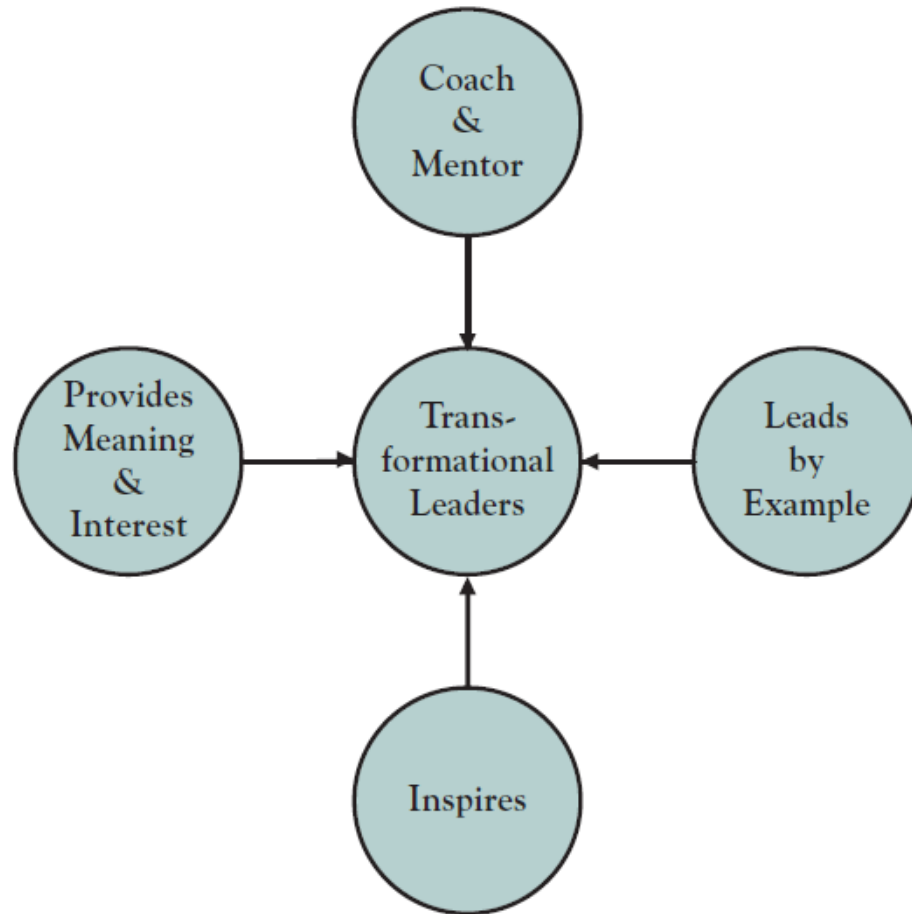
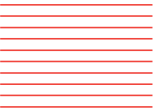


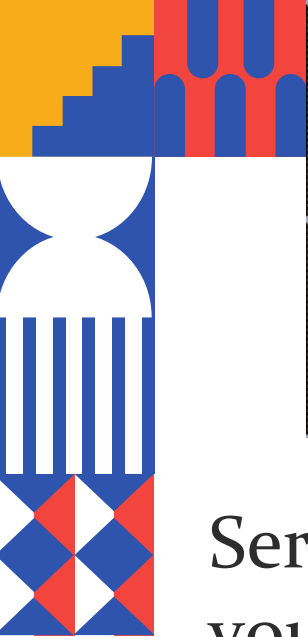
TRANSFORMATIONAL LEADERS



Transformational theory focuses on the ways a leader can change the organizational structures around him or her and to ensure the subordinates follow him.

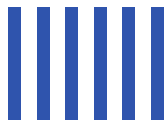






Servant leadership is a management style in which you focus on your team's growth and well-being to put their needs first.

The theory is that instead of employees serving the leader, the **leader serves the employees.**

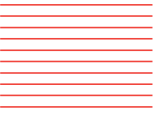
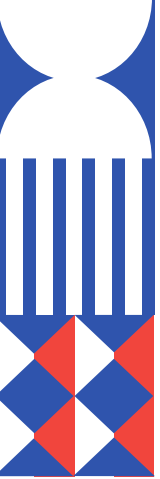


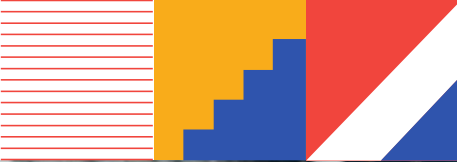


The best style of leadership is to be *yourself*.

“The most effective leaders are those who have the flexibility and adaptability to adjust their style to the situation and the people they are leading.”

- *Ken Blanchard*





TERIMA KASIH!

**MATUR SUKSMA
MAULIATE GODANG**

