

Coaching the Leaders of Tomorrow



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Definitions on what makes for a

LEADER



An act or instance of leading
where individuals are molded
into a team

LEADER



The act of inspiring
subordinates to perform and
engage in achieving a goal

LEADER



**Leadership is a process where
an individual influences a group
of individuals to achieve a
common goal**

LEADER



How do
we create
a leader?



How do we create a leader?

- Trait Approach
- Skills Approach
- Servant Leadership
- Situational Approach
- Transformational Leadership



The more basic question:

Are leaders
born or
made?



Leadership without OBM

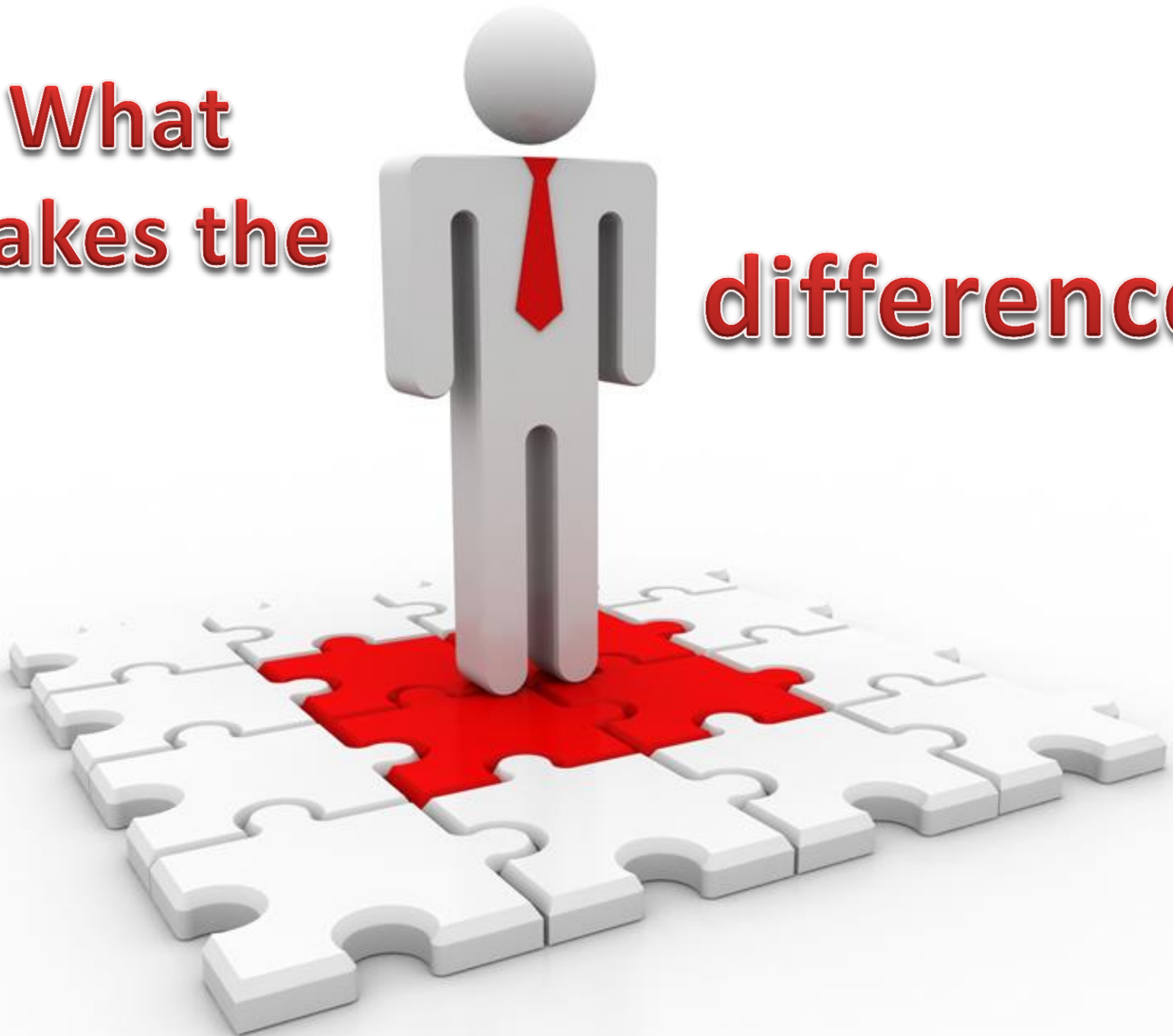


Leadership with OBM



**What
makes the**

difference?



Effective vs. ineffective



leader behaviors



Effective vs. ineffective

- Monitor their employees
 - Work Sampling
 - Self-report
- Less time spent monitoring or providing consequences

leader behaviors



Effective vs. ineffective

- Monitor their employees
 - Work Sampling
 - Self-report
 - Provide a variety of consequences
 - Positive, negative and neutral
- Less time spent monitoring or providing consequences
 - Spend more time not communicating during work-related conversations

leader behaviors



Effective vs. ineffective

- Monitor their employees
 - Work Sampling
 - Self-report
 - Provide a variety of consequences
 - Positive, negative and neutral
 - Active in the workplace
- Less time spent monitoring or providing consequences
 - Spend more time not communicating during work-related conversations
 - Often remain solitary

leader behaviors





The importance of the AMC sequence

Antecedent



Monitor



The importance of the AMC sequence

- **Effective leaders**
 - Quickly delivers As and Ms
 - Provide feedback before delivering the Cs

Antecedent



Monitor



The importance of the AMC sequence

- **Effective leaders**
 - Quickly delivers As and Ms
 - Provide feedback before delivering the Cs
- **Ineffective leaders**
 - Spend a lot of time delivering antecedents
 - Stall monitoring

Antecedent



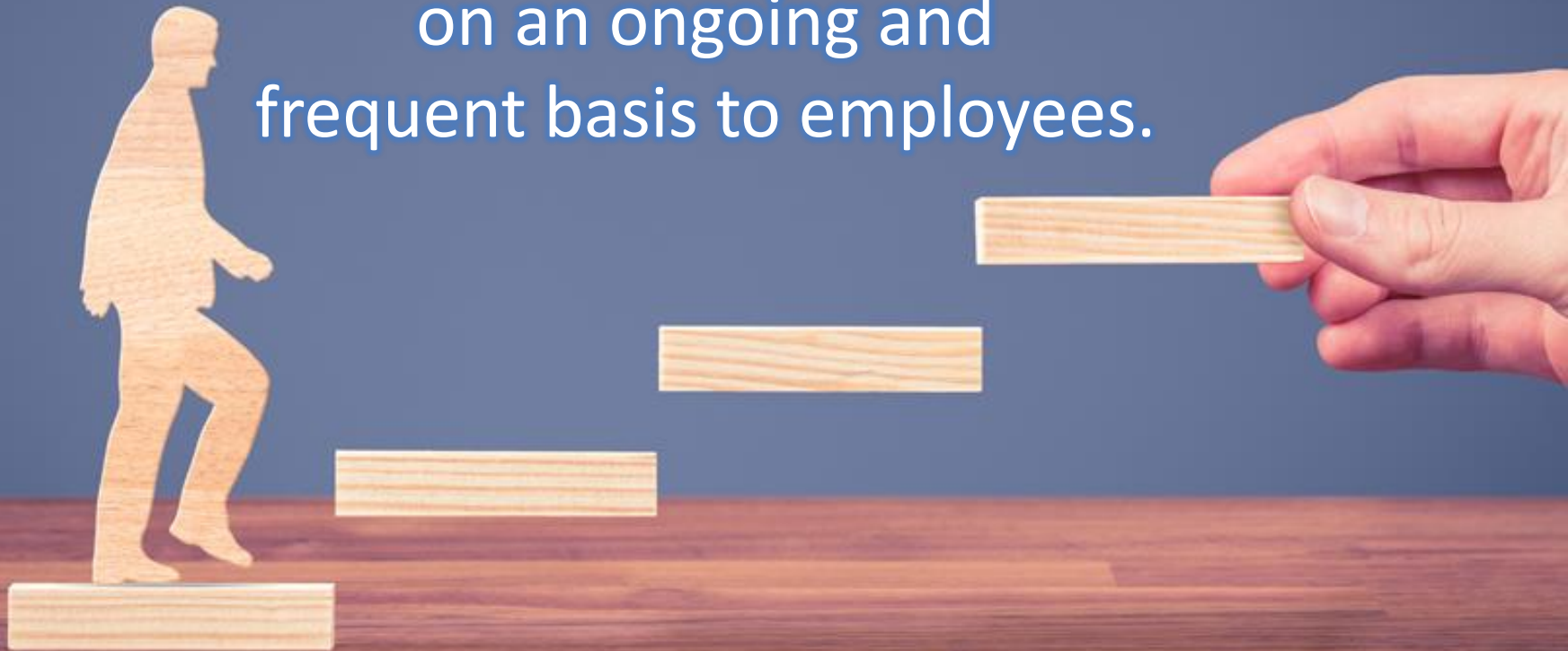
Monitor



How do we **coach** someone so
that some day they might become
the leaders?



An individualized approach consisting of
prompting, modeling and
differential evaluative feedback
regarding job performance that is provided
on an ongoing and
frequent basis to employees.

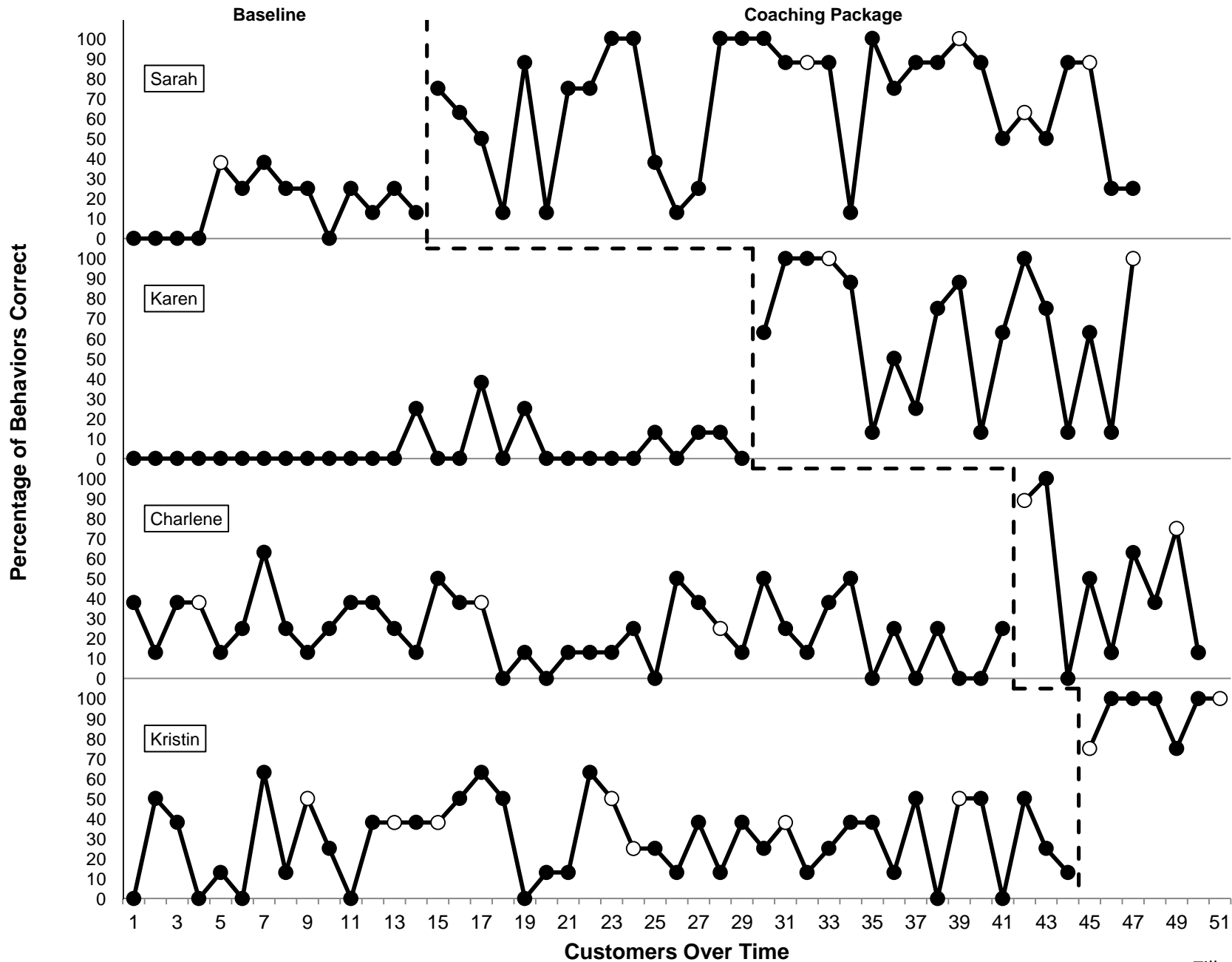


A close-up photograph of a young woman with long brown hair, smiling warmly. She is wearing a black headset with a flexible boom microphone positioned near her mouth. The background is softly blurred, showing another person in a similar setting, suggesting a call center or office environment. The lighting is bright and even, highlighting her features.

Telemarketers in a small business



**Effective
Coaching**





**Coaching
can create
new leaders**



**Other factors that contribute
to leadership success**

Appearances matter



It is not
enough
to be
ethical



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THANK YOU

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