

10 Things

I Do to Inspire Others

1. Be Inspired Myself. “I look for people, ideas, environments and knowledge that I find inspiring and motivating.”

2. Be enthusiastic about each person’s contributions. “Remember how good it felt when a teacher recognized your contribution? You glowed all day and nearly flew home. It costs nothing to tell people how they’re doing. Recognizing what they’re doing well, and also giving feedback on how they can work even better, goes a long way.”

3. Be a role model of courage. “When our managers demonstrate courage, it inspires others to do the same and staff respects management more.”

4. Have a clear goal with a reasonable approach to achieve it. “Shooting for stars may work for you when you’re developing personal goals, but when you’re inspiring a team, people need to be able to see clearly how they are going to get from point A to point B—and believe that it’s possible.”

5. Listen more, speak less. “Show your residents that you care. Listen to their concerns without interruption. This applies to your team members, too. Just listening to someone can be very inspiring to that person.”

6. Exceed goals—and don’t rest until you do. “Managers who are OK with mediocre performance—even if they can make the case that it’s not their fault—are uninspiring. People want to work for successful leaders.”

7. Spend time in their shoes. “In fact, swap places with your employees every now and then. Show them you want to understand what their world looks and feels like. As a bonus, consider that by doing so, you will learn a ton.”

8. Represent your employees’ needs to senior management and with your peers. “Take the initiative to make things better. That will speak volumes about your intention to serve them.”

9. Be a good communicator. “Increasing your ability to communicate effectively is a critical element for you to inspire others. Watch how you speak and what you say. Invest in your communication skills.”

10. Inside every one of these steps, add one key ingredient: Fun! Whether it’s a quick team-building exercise during a milestone meeting or an inside joke that has come to define your team, give people every reason to laugh out loud and allow the sound of laughter to inspire your team to be the best it can be.”

If you would like to be considered for a future *End Points* column, please contact Kerry Sullivan at 703/797-0678 or kerry@naahq.org.

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