

# Top 5 tips for becoming a leader



**Leadership can be challenging and there's no doubt that some people are 'born leaders.' But for the rest of us, it's a skill that can be learned and improved.**

We asked Bethany Magill, Administration and Logistics Assistant at Magill Transport, and Kelly McLuckie, NTI's Customer Culture and Transformation Manager, for their top 5 tips.

## #1 Understand your role

It may sound simple, but it's critical to understand your role clearly.

- » Who and what are you responsible for?
- » What are your deliverables and KPIs?
- » What are your key tasks?



“You have to show understanding of what you do and the way you do it.”

- BETHANY MAGILL

## #2 Know your team

You don't need to be best mates with your team members, but you need to know them well.

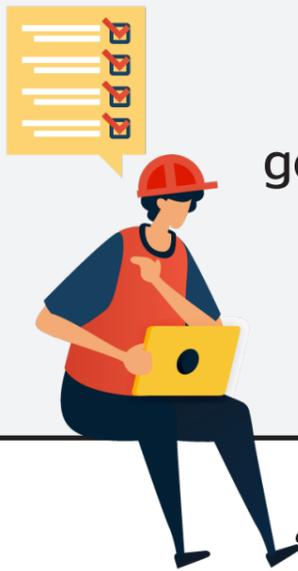
- » What are their capabilities?
- » What support do they need ?
- » Can you facilitate improvement?

“It's about asking the right questions and taking time to listen to your staff.”

- KELLY McLUCKIE

## #3 Set clear goals

Leaders gain respect when their team has a clear direction. Without it, you can end up with competing ideas and agendas.



“Set goals for the short, medium and long term. Relate them back to the goals for your department or your business.”

- BETHANY MAGILL

## #4 Keep it professional

Your team doesn't need you to be their friend; they need you to be their boss. It's essential to be friendly and professional, but you must set clear boundaries.

“That balance of wanting the drivers to like you versus needing them to respect you is critical to doing your job well.”

- KELLY McLUCKIE

## #5 Commit to improvement

Be clear on where you sit within the organisation - who you can turn to for advice, what training is available, who you can support.

“Part of your responsibility as a manager is to consistently self-assess.”

- BETHANY MAGILL

**Transport is a great industry, and it needs great leaders. With care, effort and determination, you can become one of them.**

