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# Leadership

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# What is Leadership?

“Leadership is about influence.  
Nothing more. Nothing less.”

- John Maxwell



# Three Leadership Qualities

- Servant Leadership
- Integrity
- Vision

# Servant Leadership

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# Servant Leadership

- A good leader should serve his/her followers.
- Effective leaders realize their role is to support those who work on their team.

# Integrity

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# Integrity

- Consistent
- Courage
- Humility

Wisdom is knowing the right  
path to take.

Integrity is taking it.



# Vision

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# Vision

- “People follow leaders because they believe leaders can take them where they want to go.”

- John Maxwell





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**Negative Publicity Avoidance**



**“You never know on which  
flight your career will be  
judged.”**

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**Take the Most Conservative Approach**



# What to do?

Take the most conservative approach

De-ice?

Divert?

Add more fuel?



Don't de-ice

Continue?

Risk min fuel  
landing?



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**SOP Adherence**



# How SOPs relate to error

- LOSA data: crews that intentionally deviate from SOPs are approximately three times more likely to commit additional errors with consequential results.

# Flying by the book

- Allows other crewmembers to know exactly what to expect from you, 100 percent of the time.
- Is how professionals operate.



# What message do you send?

- Whenever you allow or accept anything less than SOPs, you send a strong message to every crewmember and employee you come in contact with
- That message is that it is OK to do whatever you want, right or wrong



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**Be Professional**



# What is a professional?

- A mindset
  - Precise checklist usage
  - Precise callouts
  - Precise compliance with SOPs and regulations
  - Staying abreast and current with knowledge and skills
  - The ability and willingness to say “I don’t know” or “I am wrong”

# Professionalism

Doing the right things,  
even when no one is watching.





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