



Final Leadership Reflection

By Sierra Sanchez

An overhead view of three call center agents sitting at a long white desk. The agent on the left is a man with a beard wearing a light blue shirt and a headset, looking down at a document. The agent in the middle is a woman with dark hair wearing a white blouse, looking at a document. The agent on the right is a woman with dark hair wearing a black blazer and a headset, looking at a document. Each agent has a computer monitor, keyboard, and mouse. There are papers and a small green plant on the desk. A semi-transparent dark box with white text is overlaid on the left side of the image.

The Four Frames of Leadership:

- Structural Frame
- Human Resource Frame
- Political Frame
- Symbolic Frame

Reframing allows us to analyze each situation accordingly

It's important to look at situations from different angles.

- Choose the frame(s) that apply
- Remain open-minded & unbiased
- Handle conflict effectively

Make informed decisions that benefit the organization.

- Focus on an effective solution
- Focus on company values
- Employees are our #1 asset.

Structural Frame

- Well-defined roles
- Clear communication
- Focuses on improvement
- Maintain productivity
- Delegate effectively
- Uses strategy & authority
- Upholds standards



Human Resource Frame

- Focuses on interpersonal relationships
- Needs, desires, & motivators
- Allows people to express themselves
- Adequate pay & incentives
- Recognition & Achievements



Political Frame

- Conflict & Competition
- Struggle for resources & power
- Networking, Alliances, & Coalitions
- Negotiating
- Focusing on shared values & beliefs



Symbolic Frame

- Positive culture
- Celebrates Diversity
- Humor & Play
- Rituals & Ceremonies
- Fosters collaboration
- Creates a cohesive team
- Fun Atmosphere



Three Most Important Concepts

My Leadership Improvements

- Motivate employees
- Maintain Structure & Authority
- Find a Political Balance



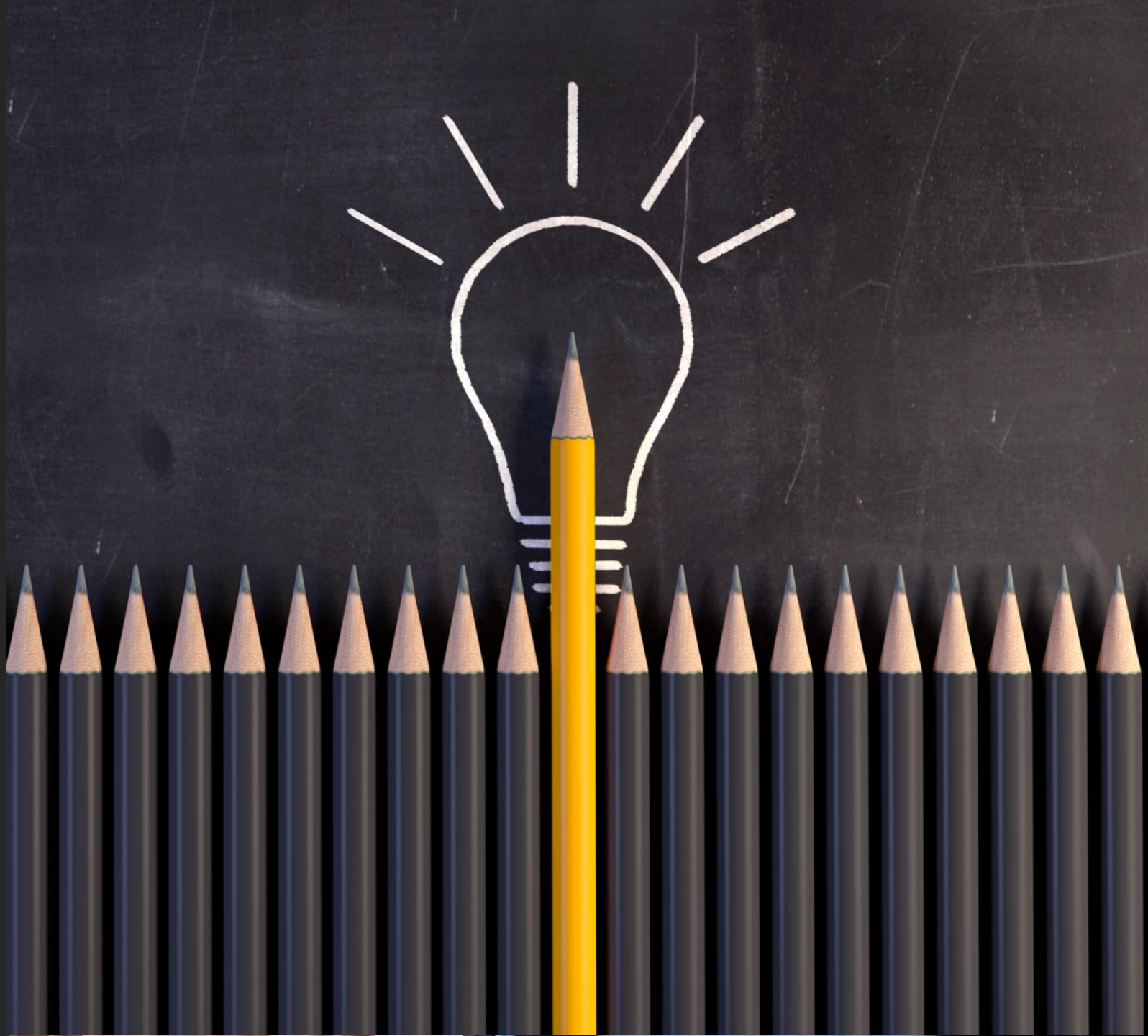
Motivate Employees

- Recognize wins – big & small
- Show compassion & empathy
- Active listening
- Positive Reinforcement
- Focus on their strengths
- Provide tools & resources



Structure & Authority

- Hold myself & others accountable
- Look for ways to improve
- Foster collaboration & productivity
- Enforce policies & procedures



Political Balance

- Justice will be maintained
- Balance power & resources
- Defuse conflicting agendas
- Focus on the greater good of the organization
- Remain unbiased & open-minded



Conclusion

Make rational & logical decisions that lead to effective solutions

- Focus on your people first & foremost
- Always hold yourself & others accountable
- Actively listen with an open mind and remain unbiased.

It's okay to be humanistic & compassionate towards others

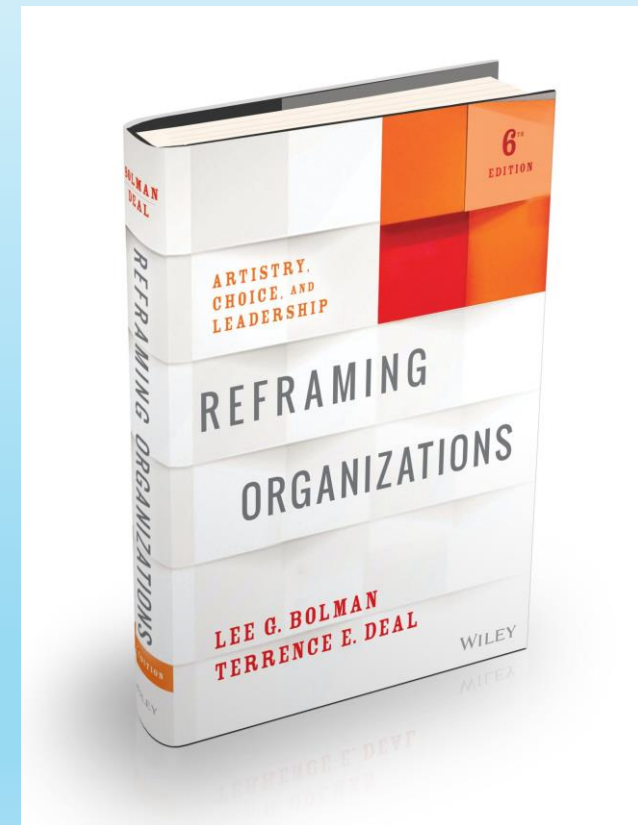
- Be open to feedback & always look for areas of improvement
- Show your employees that you care about their needs & desires
- Coach, motivate, & promote a team mentality.

References

Bolman, L. G., & Deal, T. E. (2017). *Reframing Organizations: Artistry, Choice, and Leadership* (6th edition). John Wiley & Sons, Incorporated.

Price, A. (2024, August 13). Council post: Employee autonomy: A blessing or a curse for employers?. Forbes.

<https://www.forbes.com/councils/forbeshumanresourcescouncil/2024/03/28/employee-autonomy-a-blessing-or-a-curse-for-employers/>



The background of the image consists of several concentric circles in shades of gray, creating a tunnel-like or ripple effect. The circles are centered and expand outwards from the middle of the frame.

The End

Thank you

SIERRA SANCHEZ