

# The leadership experience

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Another reason that makes Terrill a leader is his use of communication and leadership skills to influence the behavior of the employees and direct them. He holds actively engages the workers in discussions, listens to their problems, and uses his leadership skills to guide them on the way forward. This is in contrast to a manager who uses his formal authority to get things done.

Just like a leader, Terrill is always keen to ensure that the decisions made by him are well communicated to the employees and that they are in agreement. A leader will make and support decisions from top-down and from down up. In most cases, a manager will only implement decisions from the top management. The workers are allowed to air out their views and opinions before any final decision is made.

The willingness to communicate honestly: The first step that Terrill takes is to have an honest conversation with the employees. This enables him to listen to their grievances and ensures that they feel free to air them out. This enables him to identify problems before they manifest themselves in the department.

Willingness to take risks: At one time, John Terrill calls for a meeting with the employees and after he hears their grievances, he tells them to drop the reports to his office, which was against the company's policy. Through this, he shows his willingness to take the risk to prove a point to the top management.