



# EFFECTIVE CORPORATE LEADERSHIP

---

MICHAEL ABBIW

(FCIMG, FNIMN, FloD, FCILG, MPhil, PGDip, CM, ProM)

CEO/LEAD CONSULTANT

MGA CONSULTING GHANA LIMITED



MGA Consulting Ghana Limited  
...partnering to grow your business.

## ABOUT MGA CONSULTING GHANA LIMITED

MGA Consulting Ghana Limited (MGA Consulting) is a Management Consultancy and Capacity Building firm that provides services to organizations from SMEs to Multinationals using a team of experienced consultants focused on delivering value to our clients. MGA Consulting has expertise in Sales and Marketing, Business Development, Entrepreneurial Support, Digital Transformation, Customer Service, Finance, and Human Resource Management.

### OUR SERVICES:

- ▶ ENTREPRENEURIAL SUPPORT & MSME DEVELOPMENT
- ▶ STRATEGY & DOCUMENT DEVELOPMENT SERVICES
- ▶ CAPACITY BUILDING SERVICES
- ▶ MGA HR SOLUTION SERVICES
- ▶ MGA PRIME PROPERTIES
- ▶ MGA OUTSOURCING

### OUR SUBSIDIARIES:

- ▶ SUPREME TRUST INSURANCE BROKERS (STIB) LIMITED
- ▶ JKA LOGISTICS LIMITED
- ▶ COREVENTS SOLUTIONS LIMITED
- ▶ INNOSOL LIMITED

# LEARNING AGREEMENTS: GROUND RULES

# TABLE OF CONTENT



FOUNDATIONS OF  
EFFECTIVE LEADERSHIP



THE NEED TO BE AN  
ADAPTIVE LEADER



COMMUNICATION AND  
TRUST IN LEADERSHIP



LEADING CHANGE AS A  
LEADER



BUILDING AND  
EMPOWERING TEAMS



CONCLUSION

*“If your actions inspire others to dream more, learn more, do more, and become more, you are a leader.”*

**- John Quincy Adams -**

# LET'S DISCUSS

We were all officers who got promoted into management or leadership roles. In **groups of eight (8)**, starting from top management, discuss the following:

- **Five (5) Actions** or **Support** you expected from your manager to make you a better staff.
- Also, note **Five (5) Action** from your manager that in your opinion, didn't help your team.

**Ten Minute to Note Your Points**



# FOUNDATIONS OF EFFECTIVE LEADERSHIP

# DEFINING LEADERSHIP

- Gary Yukl defines leadership as:

“The process of **INFLUENCING OTHERS** to **UNDERSTAND AND AGREE** about **WHAT NEEDS TO BE DONE** and **HOW TO DO IT**, and **FACILITATING INDIVIDUAL** and **COLLECTIVE EFFORTS** to **ACCOMPLISH SHARED OBJECTIVES.**”



# CORE VALUES OF LEADERSHIP

## Integrity

It entails behaving honorably, fairly, and openly despite outside pressure or self-interest.

01

## Empathy

Leaders that are empathetic actively listen, take into account many viewpoints, and react compassionately.

02

## Collaboration

They establish settings that foster synergy and welcome a variety of viewpoints.

04

## Excellence

Excellence-driven leaders challenge themselves and their teams to surpass mediocrity.

03

# LEADERSHIP VS MANAGEMENT

## LEADERSHIP

- Vision, transformation, and people.
- Embraces and drives change.
- Inspires, motivates, and builds trust.
- Focuses on empowerment and development.
- Innovator, motivator, visionary.

## MANAGEMENT

- Processes, systems, and efficiency.
- Seeks to maintain order and stability.
- Controls, directs, and relies on formal authority.
- Emphasizes supervision and performance measurement.
- Organizer, planner, implementer.

# WHICH OF THEM ARE YOU?

- A MANAGER???
- A LEADER???
- OR BOTH???

# TRANSITIONING



# NOTE WHO IS ON YOUR CURRENT TEAM

## FORMER PEERS

Managers are managing those who days ago were at the same level as them.



## FRIENDS

If handled correctly, could lead to more positive results.



## NON-ALLIES

You will likely have to face the challenge of managing unsupportive people.



## EXPERIENCED PERSONNEL

You may be fearful of managing that seasoned or star personnel.



# LET'S NOTE

Staff of Advanz were asked if they see themselves working with the company in the next 3 to 5 years.

ANSWER CHOICES	RESPONSES	
Absolutely	30.71%	160
Probably	45.30%	236
Not sure	18.04%	94
Probably not	4.03%	21
Not at all	1.92%	10
<b>TOTAL</b>		<b>521</b>

# TURNOVER STATISTICS FOR ADVANS

Month	No. of Staff Resigning
January	19
February	19
March	15
April	23
May	16
June	10
<b>TOTAL</b>	<b>102</b>

The primary reason for turnover is **LEADERSHIP**.

# LET'S NOTE

## State of the Global Workplace Report 2025

		Position	Ghana	Sub-Saharan	Global
1	Employee Engagement: <i>Engaged</i>	31 <sup>st</sup>	10%	19%	19%
2	Life Evaluation: <i>Thriving</i>	26 <sup>th</sup>	12%	18%	33%
3	Daily Stress: <i>Yes</i>	5 <sup>th</sup>	58%	47%	40%
4	Daily Anger: <i>Yes</i>	26 <sup>th</sup>	21%	26%	21%
5	Daily Sadness: <i>Yes</i>	31 <sup>st</sup>	21%	29%	23%
6	Daily Loneliness: <i>Yes</i>	28 <sup>th</sup>	20%	30%	22%
7	Job Climate: <i>Good time finding a job</i>	34 <sup>th</sup>	31%	49%	51%
8	Intent to Leave: <i>Actively seeking new job</i>	26 <sup>th</sup>	68%	72%	50%



# LET'S DISCUSS

- In your groups, what is your **understanding of the statistics** assessed, from Ghana's perspective?
  - State **three (3) points**.
- What will be your **recommendations to the Ghanaian Business Leaders** in relation to the statistics?
  - State **three (3) recommendations**.



# BEING AN ADAPTIVE LEADER

# INTRODUCTION

- A Deloitte Global Millennial Survey (2022) found that **49% of millennials and Gen Z employees** would leave a company within two years if they feel **it is not adaptable or socially responsible**.
- Adaptive leadership helps organizations **meet evolving employee expectations** and **retain top talent**.
- A PwC Global Crisis Survey (2023) shows that **95% of leaders anticipate more frequent disruptions** in the future, from pandemics to climate crises.
- Adaptive leaders are essential to **navigating such disruptions successfully**.

# INTRODUCTION

- The current corporate world requires **leaders who can effectively adapt and manage challenging situations.**
- Adaptive leadership is one of the **most effective styles** to address uncertainties.
- Leadership is now considered a **TEAM SPORT.**
- Company managers and other people in leadership positions now **work together with their employees** to accomplish goals and initiate changes.

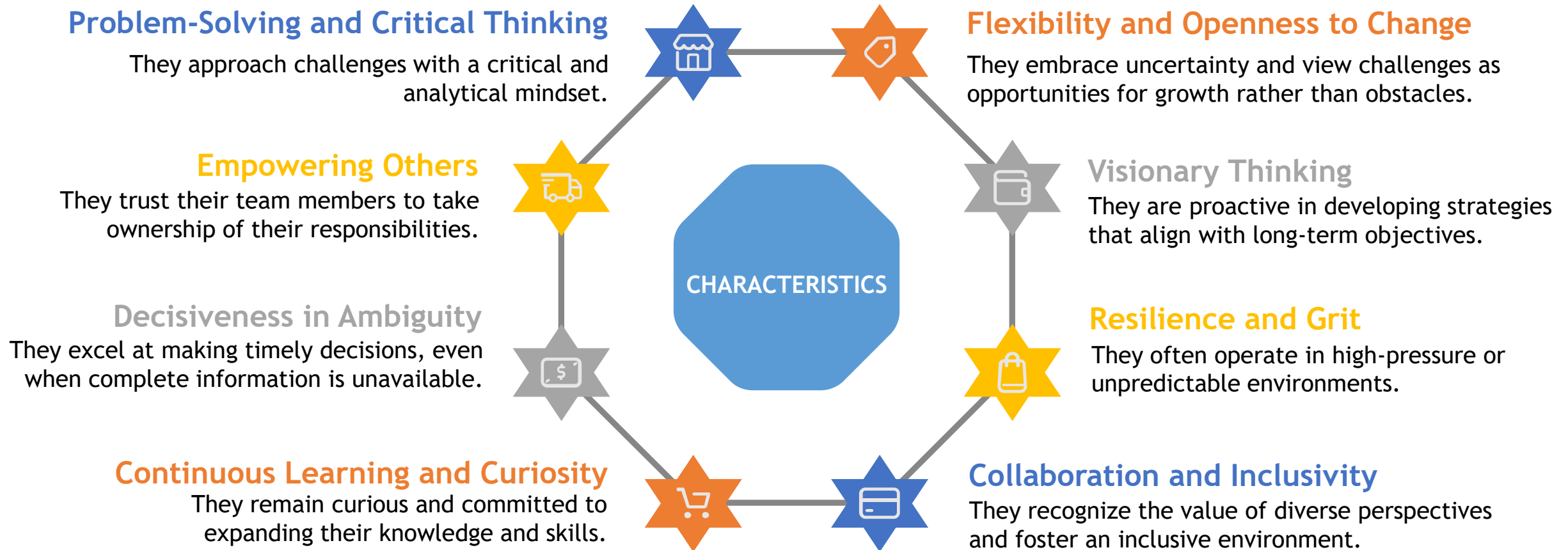
# WHAT IS ADAPTIVE LEADERSHIP

Ronald Heifetz defines it as:

“The act of mobilizing a group of individuals to **handle tough challenges** and emerge triumphant in the end.”

It is a **collaborative leadership style** that focuses on tackling complex challenges by mobilizing people to **adopt new and innovative techniques**.

# CHARACTERISTICS OF AN ADAPTIVE LEADER



# OVERCOMING ADAPTIVE LEADERSHIP CHALLENGES



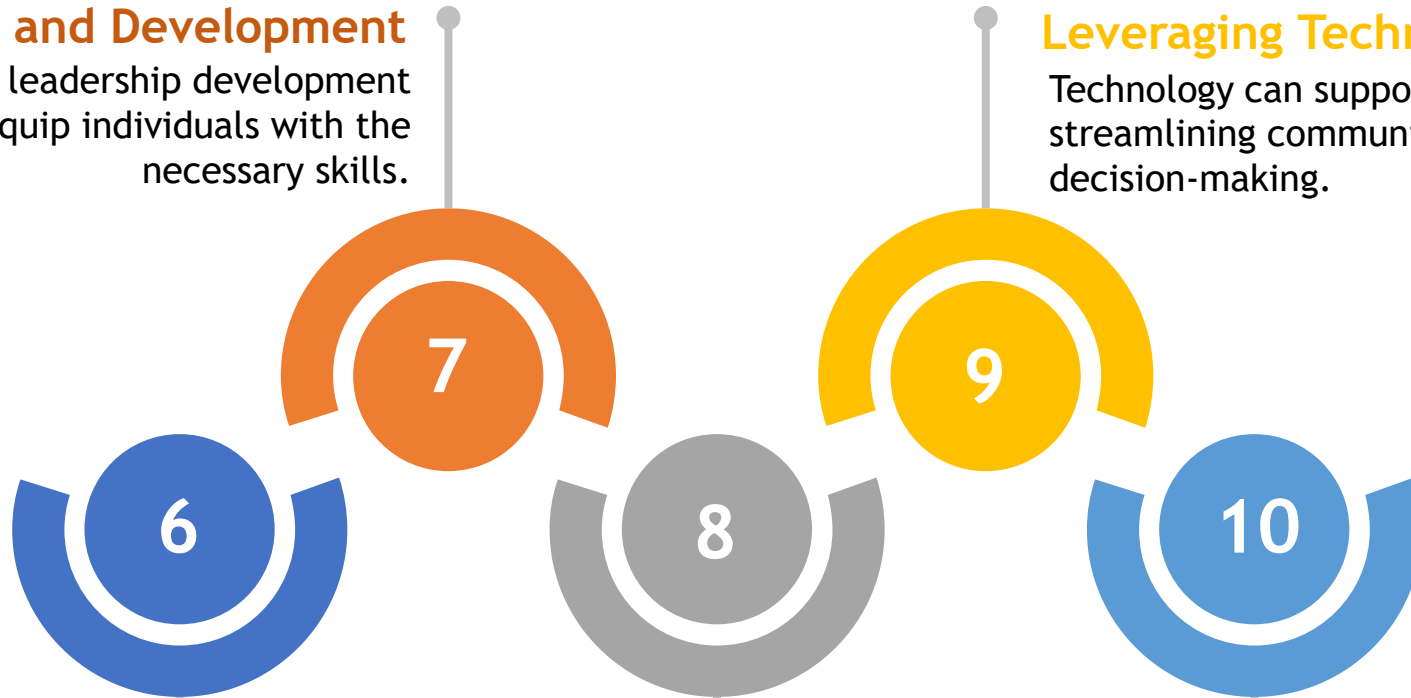
# OVERCOMING ADAPTIVE LEADERSHIP CHALLENGES

## Provide Training and Development

Invest in leadership development programs that equip individuals with the necessary skills.

## Leveraging Technology and Tools

Technology can support adaptive leadership by streamlining communication, collaboration, and decision-making.



## Shift Organizational Culture

Requires a cultural shift, particularly in organizations with rigid hierarchies or traditional practices.

## Develop Conflict Management Skills

Approach conflicts constructively, viewing them as opportunities to address root causes and strengthen team dynamics.

## Sustaining Momentum

Establishing adaptive leadership as a core aspect of the organizational culture can ensure that it remains a sustained and evolving practice.





## COMMUNICATION & TRUST IN LEADERSHIP

# EFFECTIVE COMMUNICATION TECHNIQUES



## 1. ACTIVE LISTENING



Active listeners focus not only on the words being said but also on the speaker's tone, emotions, and body language.

## 2. CLARITY AND CONCISENESS



This technique is especially crucial in professional settings, where miscommunication can lead to errors or inefficiencies.

## 3. EMPATHY AND EMOTIONAL INTELLIGENCE



Empathy is essential for understanding the perspectives and feelings of others.

## 4. NONVERBAL COMMUNICATION



Effective communicators align their nonverbal signals with their verbal messages to avoid confusion.

# EFFECTIVE COMMUNICATION TECHNIQUES CONT'D



## 5. ASKING QUESTIONS



This technique fosters engagement, deepens understanding, and can help uncover underlying concerns or ideas.

## 6. PROVIDING CONSTRUCTIVE FEEDBACK



Effective communicators offer feedback that is specific, actionable, and balanced.

## 7. Adaptability



Adapting communication styles to suit different audiences and contexts is another hallmark of effective communication.

# BUILDING TRANSPARENCY AND ACCOUNTABILITY

## Respond to Issues Promptly and Constructively

Focus on learning and improvement rather than blame, and support the team.



## Recognize and Reinforce Positive Behavior

Public recognition reinforces desired behaviors and motivates others to follow suit.



## Make Information Accessible and Visible

Use dashboards, reports, or briefings to share performance metrics and progress with staff.



## Transparency and Accountability

## Model the Behavior You Expect

Lead by example, be honest, own your actions, and communicate openly.



## Set Clear Expectations and Goals

Define roles, responsibilities, and performance expectations across all levels.



## Foster Open Communication and Feedback

Create an environment where people feel safe to ask questions, offer ideas, and provide or receive constructive feedback.





# LEADING CHANGE AS A LEADER

# THE DYNAMICS OF ORGANIZATIONAL CHANGE

Leaders must recognize that organizational change operates across three dimensions:

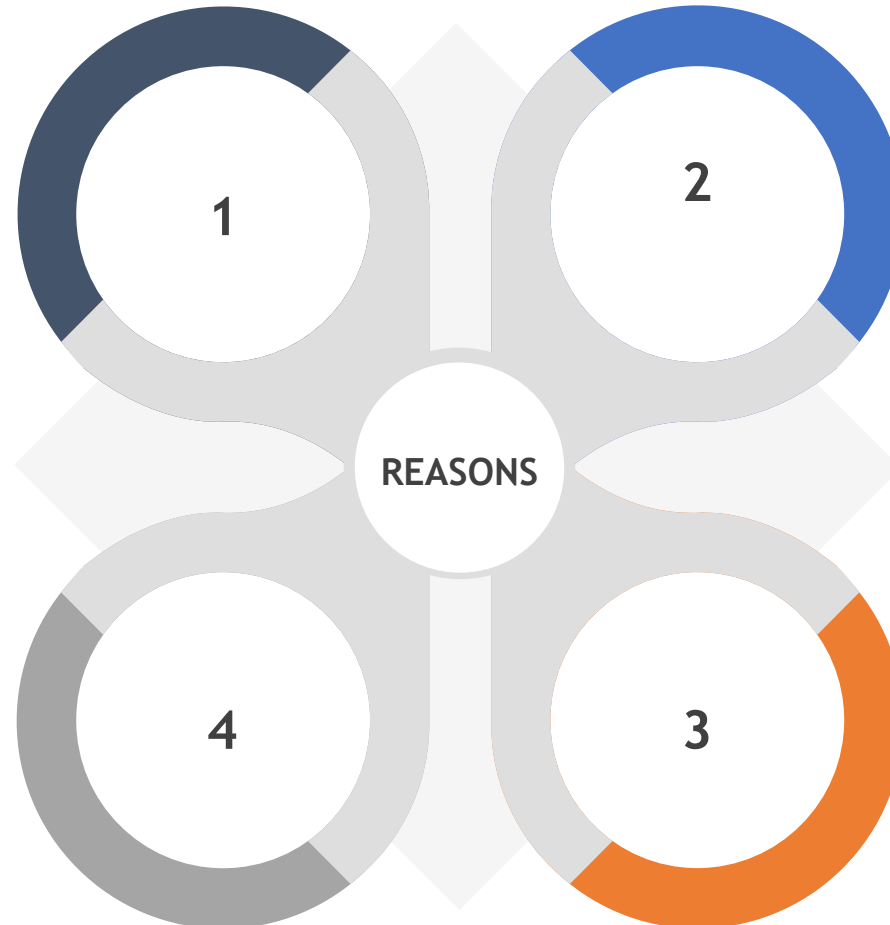
- a. Strategic:** Shifts in business models, such as moving from in-person banking to digital channels.
- b. Structural:** Changes in hierarchy, team composition, or workflows.
- c. Cultural:** The most difficult to influence, this involves beliefs, behaviors, and values.

Staff may resist change not out of defiance but from fear of the unknown or loss of status. **Successful change leadership begins with empathy, communication, and vision.**

# COMMON REASONS FOR RESISTANCE

## FEAR OF FAILURE OR LOSS OF COMPETENCE

This fear can manifest as skepticism, withdrawal, or outright opposition.



## DISTRUST OF LEADERSHIP MOTIVES

Without trust in leadership's intentions, even beneficial changes can be met with suspicion and resistance.

## LACK OF CLARITY ON “WHAT’S IN IT FOR ME”

If employees don't understand how the change will benefit them, or worse, if they believe it will make their work harder, they are likely to resist.

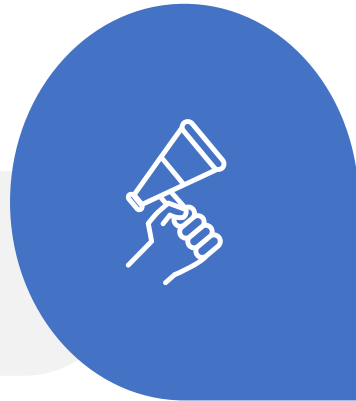
## POOR PAST EXPERIENCES WITH CHANGE

This history creates a psychological barrier, making them less open and more guarded toward future changes.

# STRATEGIES TO MANAGE RESISTANCE

## Transparent Communication

Explain the rationale behind the change.



## Co-Creation

Involve the people in shaping the change, and they are more likely to support it.



## Training and Support

Training should be timely, practical, and focused on real job impact.



## Change Champions

Leaders should identify and empower respected team members to champion the change.







## LEADING EMPOWERING TEAMS

# TEAM STRUCTURING AND ROLE CLARITY

## TEAM STRUCTURE DEFINED

Team structure refers to the way in which **responsibilities, territories, customer segments, and tasks are divided** among staff.

## WHY TEAM STRUCTURE MATTERS

- Team Structure ensures **operational efficiency, collaboration, accountability, and strategic alignment**.
- When done right, they lay the foundation for consistent performance and long-term organizational growth.

# ROLE CLARITY: WHO DOES WHAT

## Job Descriptions

Each role must have a well-documented set of responsibilities, KPIs, and reporting lines.

01

02

## Defined Goals and Metrics

Each rep must understand what success looks like.

## Clear Boundaries

Avoid overlapping responsibilities between team members to reduce friction and confusion.

04

03

## Ownership and Autonomy

Employees perform better when they know what they are responsible for and are empowered to take initiative within that scope.

# ENHANCING COLLABORATION AMONG TEAM MEMBERS

01

Foster Open  
Communication

02

Define Clear Roles and  
Responsibilities

03

Promote a Shared Vision

04

Encourage Diversity and  
Inclusion

05

Invest in Team-Building Activities

06

Leverage Technology

07

Provide Training and Support

08

Recognize and Celebrate Achievements

# IN CONCLUSION...

- Leadership remains **one of the most powerful forces** shaping the destiny of organizations and communities alike.
- It **is not defined solely by titles or positions** but by the **daily actions that inspire trust and commitment in others**.
- **Effective leadership transforms challenges into opportunities** and secures sustainable growth for the future.
- Ultimately, the **measure of great leadership** lies not only in results but in the **positive impact it leaves on people** and society.

*“The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things.”*

**– Brian Tracy–**

# SCAN TO EVALUATE TRAINING



# OUR WHATSAPP CHANNEL

**Scan to Subscribe to our WhatsApp Channel**





# CONTACT US VIA

@mgaconsultgh



@mgaconsultgh



@mgaconsultgh



@mgaconsultgh



 training@mgaconsultingltd.com

 www.mgaconsultingltd.com

# THANK YOU



Contact Person :  
**Michael Abbiw**



Phone Number :  
**0243784721**



Email :  
**[m.abbiw@mgaconsultingltd.com](mailto:m.abbiw@mgaconsultingltd.com)**