

Leadership in the Workplace: with a Capital One Employee

Jessica Faulk, Email: Jessica.faulk@live.longwood.edu. Longwood University

Research Question:

What makes an excellent leader in the workplace?

Discussion

Society is impacted through leadership, by following or being a leader. Most people in the workplace feel that they don't trust their leader. I decided to research what makes a good leader and what doesn't. The goal of this research was to figure out what makes an excellent leader in the workplace.

Background



1 in 3: Employees say they have trust in leadership in their workplace.

Two types of Trust:

- High Trust: Employees trust their leader and are two times more likely to stay with their company the next year.
- Low Trust: Employees are checked out of working for this leader. Employees are already planning on when to leave and have no interest in helping anymore.

How to Gain Trust:

- Share Success and give credit when it's deserved
- Trust Runs Both ways
- Show Humility

26%

Only 26% of employees agree that feedback they receive helps them

Methodology

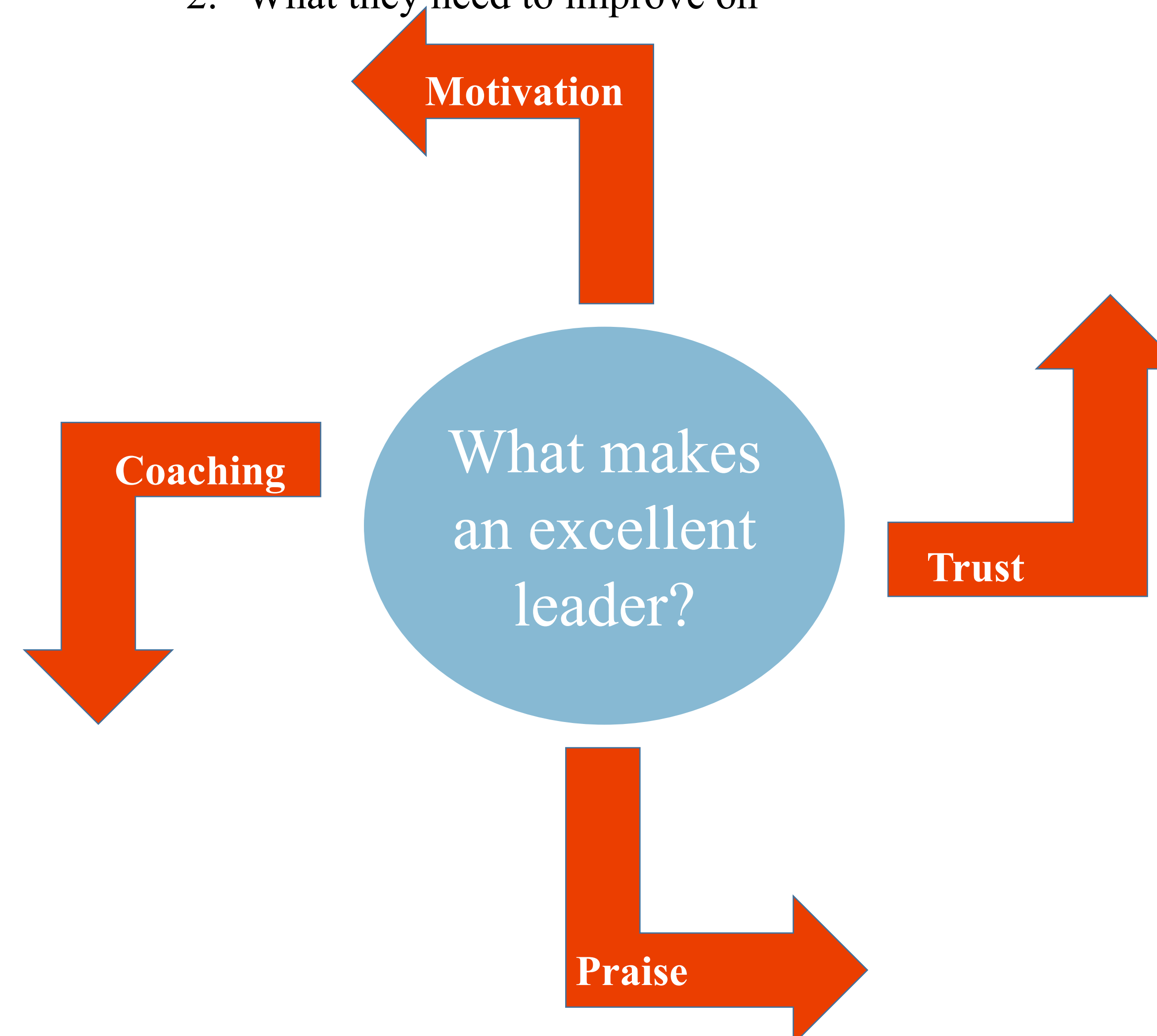
The Method used in this research project was qualitative research, involving a one on one interview with a leader in the workplace.

- This method involved asking open-ended questions about leadership
- Examples of Questions asked:
 - How would you say you're a leader at work?
 - How can a leader fail?
 - Could you walk me through a typical day at work?
 - What is your greatest accomplishment within leadership?
 - How would you go about praising a team member on something they did well?

Results

The results found about leaders in the workplace were:

- Leaders need to be transparent
- Leaders need to encourage and inspire
- Push employees to where they thought they never could
- Recognize employees when they have done exceptional work
- Talk to people about their mistakes in a two-step process:
 1. What they did well
 2. What they need to improve on



Two quotes that stuck out from the interview were:

"I believe that as a leader you need to be trustworthy and transparent. If people don't trust you, they're not going to follow you, not going to listen to you."

"Let the people lead and be there to help them, that's what leadership is all about to me"



Conclusion

With the data found and previous research on what makes an excellent leader in the workplace, it's multiple steps. There must be trust from both the leader and employee. Leaders need to have a coaching conversation instead of feedback. It should be focused on the future and not the past. Employees should feel encouraged to ask questions and bring up issues. Great leaders inspire employees to achieve more than they ever thought they could.

For future research I hope to see an improvement from one to three employees having trust in their leader to three and three.



References

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