

Leadership Report on Owner of In Her Hands Group Home

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Introduction

This report analyzes the leadership style and qualities of K'Bria Charlotin, who currently holds the position of Executive Director and Owner at "In Her Hands Group Home" through an in-depth interview. During the interview, Charlotin shared her experiences and perspectives on leadership as she emphasized the importance of transformational leadership along with the qualities of transparency, compassion, perseverance, and integrity which she believes are crucial for effective leadership. Building on her interview questions and answers, this report infers that leadership practice is essential to the successful functioning of any organization, especially in group homes, where a leader's ability to manage, guide, and motivate their team can have a significant impact on the lives of the individuals.

Summary of Interview Results

K'Bria Charlotin revealed several aspects of her leadership style and qualities during the interview as she emphasized the significance of creating a nurturing and supportive environment for both employees and residents. To one of the questions about leadership, she replied that leadership is the ability to possess qualities that lead a team towards a common goal as she believed that she as a leader is what her team collectively is. Charlotin emphasized that an effective leader focuses on shaping and influencing their team through example, demonstrating passion, dedication, and compassion in their daily interactions which set a high standard for the team. The owner of In Her Hands Group Home identified her main leadership qualities as being hardworking, knowledgeable, and leading by example, highlighting that the owner or executive of any organization with leadership capabilities is only as effective as the people they lead. She

also mentioned a major flaw in her leadership practice as she admits that she loses her patience in situations where her team fails to grasp tasks after she has demonstrated their team activities.

As the interview progressed, I came to know that she is a teen mom and an entrepreneur so her leadership style is influenced by these roles, helping her overcome challenges in hard times and contributing to a strong drive for success in her leadership practice. Describing herself as a transformational leader, Charlotin believes that a leader should actively engage with their team members to make them confident and strong as she herself engages with her team through frequent communication while praising them for their efforts and holding them accountable for their personal and professional goals. She effectively communicated the mission of her group home with an emphasis on team-building activities and an open-door policy for everyone even outside of the work, ensuring that all staff members are aligned with the organization's goals.

She advocated for preventing burnout in order to delegate while stressing the importance of regular check-ins, modelling, and feedback so that she could trust her team to handle tasks. Although Charlotin recognized the efforts of her staff members at In Her Hands Group Home, there is potential for more personalized and frequent recognition to boost staff motivation and morale. Besides, while the leader of the organization mentioned that she is committed to maintaining high standards in the organization, there is a tendency to stick to traditional methods of leadership which may hinder adaptability and innovation within the organization's environment.

Charlotin clearly mentioned her strategy during the interview session that she fostered trust and relationship-building among her team by getting to know her team on their personal level, recognizing their weaknesses and strengths and helping them work on their team-building activities, and empowering members of the team through feedback. When asked about how she

maintained and facilitated improvement in her organization, Charlotin replied that her core values of integrity, transparency, compassion, and effective communication helped her manage change and guided her leadership throughout her entrepreneurship.

Critique of the Leader According to Kouzes and Posner's Model

Through the interview method, Charlotin's leadership was evaluated using the Kouzes and Posner model which includes five important practices of exemplary leadership namely "Model the Way", "Inspired a Shared Vision", "Challenge the Process", "Enable Others to Act", and "Encourage the Heart". In light of these aspects, Charlotin displayed several strengths that align with Kouzes and Posner's model of exemplary leadership discussed as follows:

- **Model the Way**

K'Bria Charlotin excels in the practice of modelling the way for the subordinates through leading by example in a team environment. She emphasized transparency, accountability, and integrity in her tasks, allowing her team members to model their own behavior according to their executive's work ethic. One good aspect of her leadership practice is that she did not shy away from accepting her flaws and admitting her mistakes as she was willing to rectify them to meet her team's expectations. She believed that if she ever failed to meet the expectations of her team it would hinder their ability to be fully appreciative of the modelling behavior of their leader. She also believed that her ability to overcome frustration would lead to discouragement among team members who look up to Charlotin for her exemplary work ethic.

- **Inspire a Shared Vision**

Being a transformational leader, Charlotin believed in encouraging her team to take an active interest in their personal and professional goals at the workplace and even outside their work environment to foster a shared vision of her group home. She also believed in pushing her team members beyond their boundaries so that they could contribute their ideas which align with the innovative objectives of the organization. While she demonstrated strength in providing encouragement and adequate resources to her team members, her role as a transformational leader allowed her to grasp the group home's vision initially and then implement it within the organization to foster teamwork. She mentioned in one of her interview questions that to handle her team members effectively, she developed patience and provided additional support to individual team members in order to enhance their passion and motivation to work.

- **Challenge the Process**

As per her background, Charlotin is a teen mom and an entrepreneur who always chooses to showcase her leadership style by overcoming obstacles on the path to her and her organization's success and challenging the status quo. Charlotin believed in being proactive in seeking solutions and encouraging experimentation as she mentioned that she frequently checks in with her employees, conducts evaluations, holds her team members accountable, and makes adjustments to improve the group home's processes and performance. Charlotin through this mentality has been successful in instrumenting and shaping her leadership approach to challenge and improve the group home's functioning as she encouraged her team to challenge processes and take initiative to manage change wherever necessary without any fear of making mistakes.

- **Enable Others to Act**

Handling the question regarding a leader's ability to enable others to act, Charlotin replied that she empowers her staff by providing opportunities for their personal and professional development and encouraging autonomy in decision-making. To enable others to act and be successful as their leader, she stressed that she emphasized relationship-building and trust within her group home's environment by encouraging them to discuss their ideas, communicate each other's mistakes and successes, and ensure that the staff has the necessary resources and tools within the organization to succeed.

- **Encourage the Heart**

Charlotin understands the importance of an effective leader and how to lead by example to become an exemplary leader for the team to follow. She believes in empowering her team to fulfill the requirement that Kouzes and Posner's model emphasizes for encouraging the heart. The owner of In Her Hands Group Home places great emphasis on recognizing and praising the efforts of her team in order to maintain positive relationships with them and to foster a sense of belonging within her dream project of group home. Charlotin, being a transformational leader, teen mom, and a young entrepreneur already excels in her role of encouraging the hearts through her continued emphasis on patience in dealing with setbacks and emotional intelligence in order to uplift her team.

Recommendations for Improvement

Building on the critique of K'Bria Charlotin, Executive Director and Owner at In Her Hands Group Home, the following recommendations are proposed to enhance her leadership effectiveness within the organization as well as outside her work environment in her personal capacity. The recommendations include:

- **Cultivate Patience**

Charlotin mentioned during her interview that she often loses patience when her team members fail to grasp the tasks that she demonstrated. It is her notable weakness which could affect team dynamics and hinder her ability to act more independently and confidently. Therefore, she needs to develop patience particularly when training or coaching her team who may need more time to learn work dynamics (R. Comer & E. Sekerka, 2014).

- **Delegate More Strategically**

In her interview, Charlotin acknowledged the power and importance of delegation even when tasks are not completed as per her expectations. To reduce Charlotin's need to take over tasks, she needs consistent feedback and allows the team to learn from their mistakes on their own.

- **Develop Emotional Intelligence**

Charlotin needs to invest more in training herself to better understand and manage team dynamics to foster individual motivations among her team. Regularly seeking feedback from the team and providing them with constructive feedback will ensure that the organization's vision is embraced effectively (Vinger & Cilliers, 2006).

Conclusion

The report is based on an in-depth interview which was conducted to explore Charlotin's leadership style in order to assess her strengths and weaknesses and provide recommendations for improvement based on the Kouzes and Posner model of leadership. By addressing her areas

of concern and improvement, Charlotin has the potential to further enhance her leadership capabilities and continue to empower her team in a meaningful way.

References

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