



How to be an **EFFECTIVE** state level functionary!!!

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SMM



Who you are?

- Where do we fit in the hierarchy?
- What are the roles entrusted/
expected/ assumed?



Who you are?

- Whom we are working for?



Think

**Are we working for
numbers?**

**Are we working to get
excellent, good, great?**

**Are we working to see the radiant
smiles of our end customers ?**



Personal attributes



1. Passion towards your work



2. Empathy towards your end customers



3. Ability to learn/ acquire
knowledge




4. Commitment



5. Self Motivation




What you should acquire/
develop-

- 
1. Build a team- Team work
 2. Motivate your team- within and outside
 3. Handhold them- develop strategy, design policy, appreciate them and give right messages for non- performance



Develop your own style- through
trial and errors



Basically, to lead without a title is to derive your power within the organisation not from your position but from your competence, effectiveness, relationships, excellence, innovation and ethics.

Robin S. Sharma