

Lead Smart

The Case for Compassionate and Humble Leadership



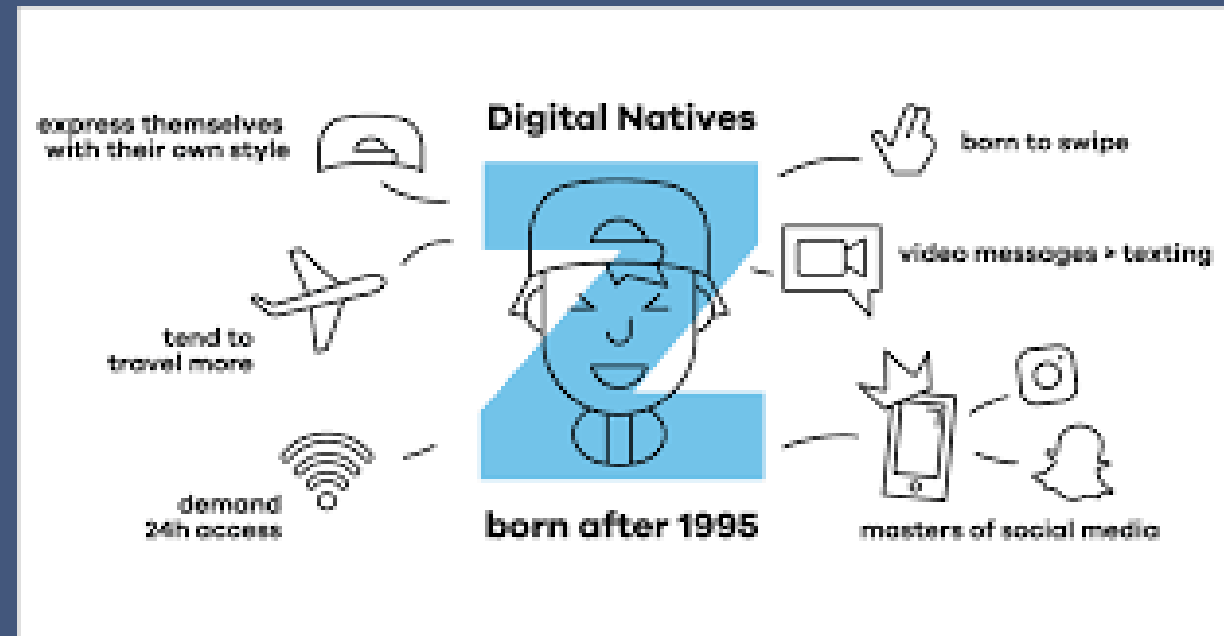
shutterstock.com • 1241627341

Know thy Workforce



Collaboration
Feedback
Instant Gratification
Contribute to an organization
Witnessed the rise of social media

Independent
Short attention span
72% want to be entrepreneurs
Digital Natives



Compassionate leadership will be a requirement not an option

*"With great power,
comes great responsibility."*



Financial Performance

Employee Performance

Stakeholder Relationships

Organization Brand

Culture of the Organization

To Be a Person Worthy of Being Followed

Character
Integrity
Trustworthiness
Compassion
Humility

Real Leader



Charismatic Narcissist and Evil Incarnate

“Nearly all men can stand adversity, but if you want to test a man’s character, give him power”

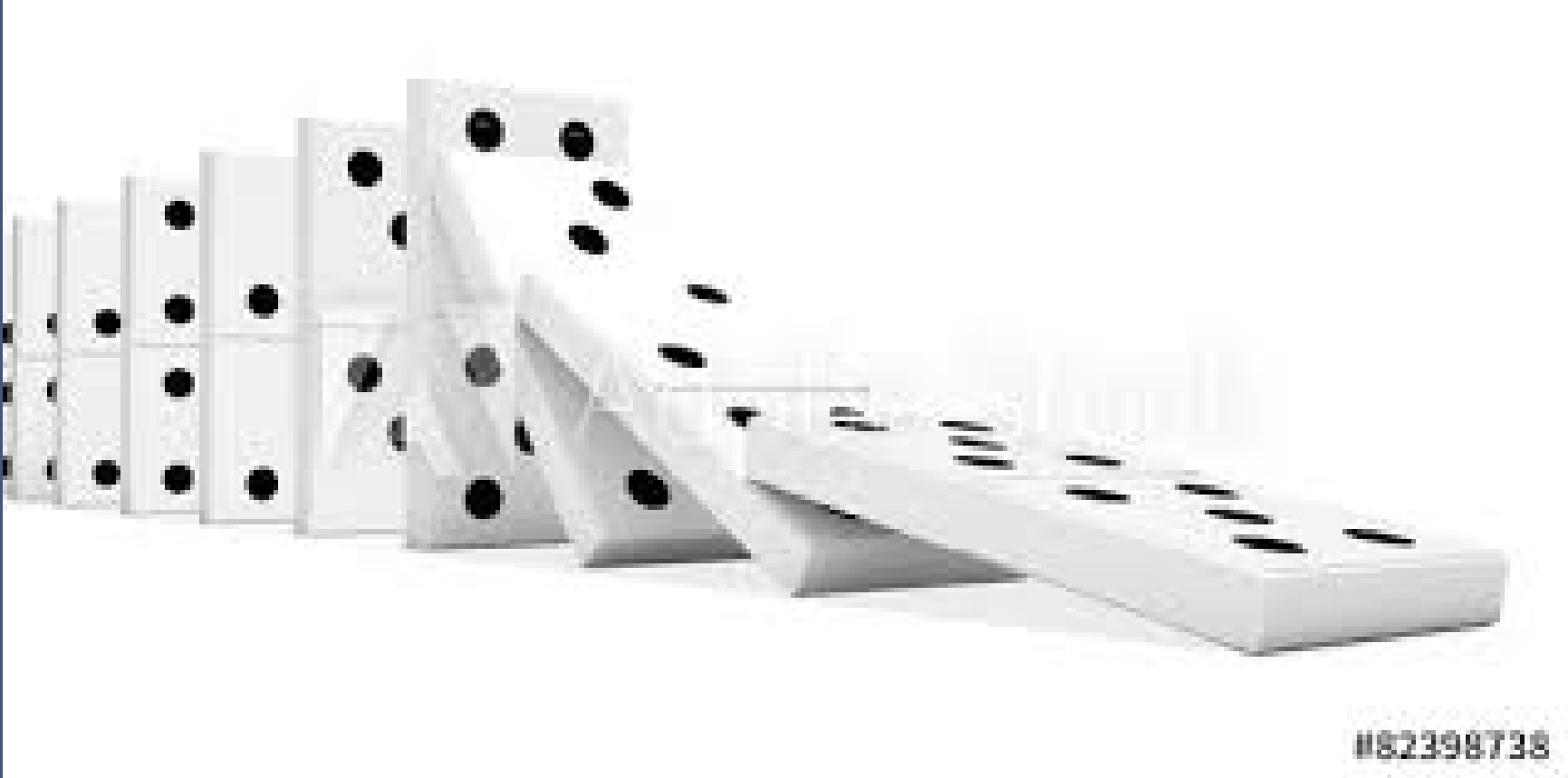


-Abraham Lincoln

How will you use the power you have been given?

Are you worthy of being followed?

When leadership fails...



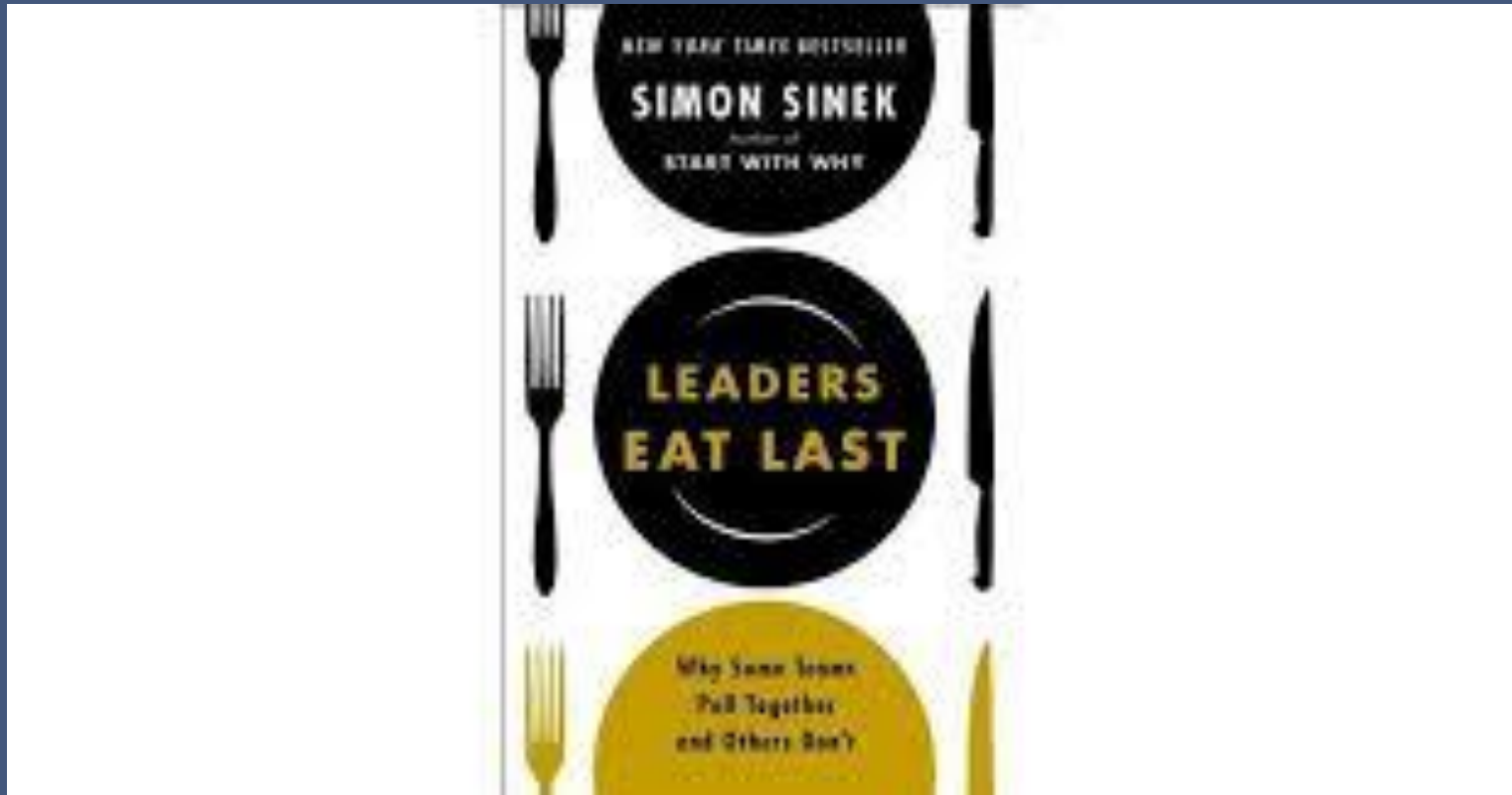


They lost sight of the mission

Real Leaders

- Put the people and the organization first
- Take a genuine interest in those that lead
- Are approachable
- Step back while their team moves ahead
- Accept responsibility for mistakes that are made
- Share the spotlight with others

Listen with the intent to understand rather than the intent to reply



But does it work?

Jim Collins-15 year study-"Good to Great"

11 organizations that outperformed others financially

Fierce determination and PERSONAL HUMILITY

Employees happier, empowered, less likely to leave

Compassionate and Humble Leadership= Less employee turnover

TURNOVER

Is a Revolving Door

of Money Flying Out

www.Manager3030.com

Employees are the key to your success. Treat them fairly and with compassion and they will return far more than they receive

**Compassionate leadership has a positive impact on
Organizational performance**

Tom Rath and Barrie Conchie- *“Strengths Based Leadership:Great Leaders, Teams and Why People Follow”*

Gallup Polls- 13 million people in the workforce

Without close friendships and a leader that truly cared about them almost no chance they would be engaged in their work

Compassionate Leadership leads to better employee engagement
Which leads to higher productivity for an organization

Gallup: **200%** better than those without employee engagement

Building Relationships

Team-Building

Positivity

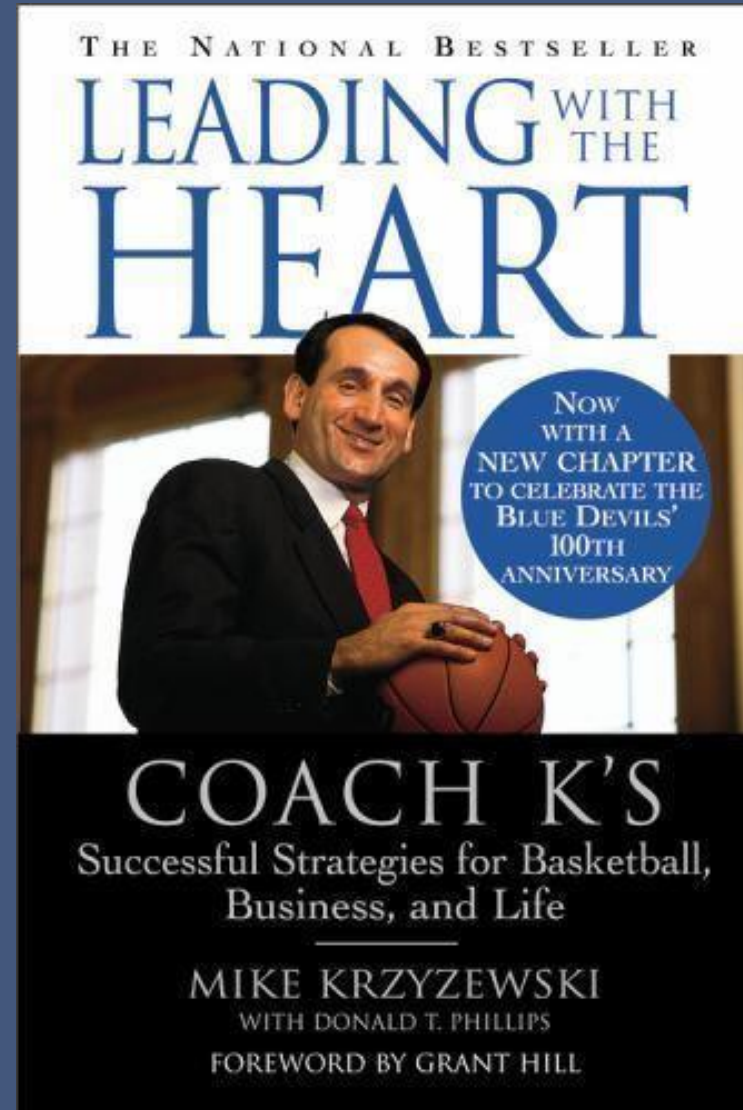
Character



Mike Krzyzewski- Duke University

**Compassionate
Leadership
Works**

**8 trips to the Final Four and 2
National championships**



**If you are a person of character and have compassion
People will want to follow you**

Tony Hsieh-Zappos

**Improve company-wide
camaraderie which
empowers your employees**



My experience with compassionate and humble leadership

Can Leadership Be Learned?

Can Compassion Be Learned?

Compassion

Practice makes perfect- 7 hours- brain function alters

**Study: Center for Investigating Healthy Minds at the Waisman Center-University
Of Wisconsin-Madison**

Get feedback from your subordinates and your superiors

Learn your EQ and develop it if it is low

Emotional
Intelligence-EI

EQ-how much
You've got



Emotional Intelligence=social intelligence

**The ability to recognize and monitor feelings and emotions of yourself
And others**

Daniel Goleman's 5 elements for emotional intelligence

1. **Self-Awareness**
2. **Self-regulation**
3. **Motivation**
4. **Empathy**
5. **Social Skills**

Your IQ is what gets you hired but your EQ is what gets you promoted

Become Self-Aware

**The first person we lead
is ourselves**



A great man is always willing to be little.”

— Ralph Waldo Emerson

Part 2- We're Not as Smart as We Think We Are

Decision-Making

Labor

Stakeholder issues

Security issues

Innovation and changes

Transportation issues

Environmental issues

Crisis management

Rationality- Consider all the possible courses of action and choose the course with the highest expected value for your organization

Cognitive Bias

A cognitive bias is a systematic pattern of **deviation from** norm
or **rationality** in judgment

Mental shortcuts- Heuristics



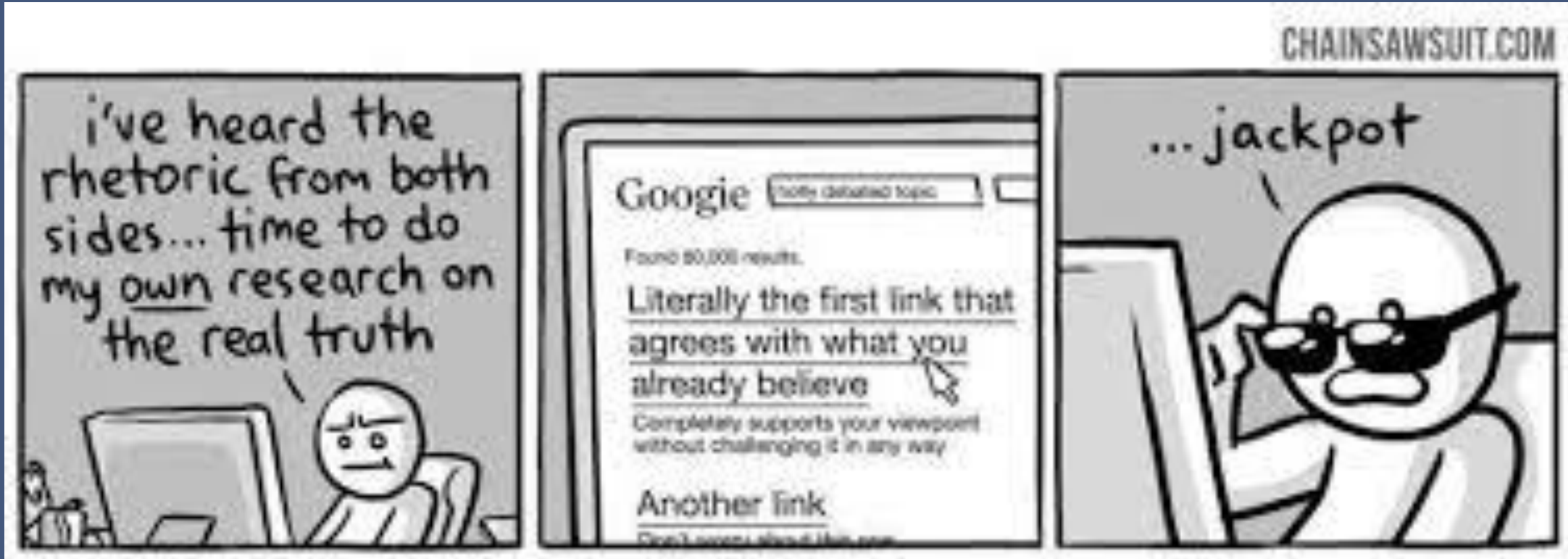
Decision-making



Rewrites, Edits, Deletions



Confirmation Bias



“There's no question about the human mind and that what the human being is best at doing is interpreting all the information so that their prior conclusions remain intact. I mean that is a talent everyone seems to have mastered”

**- Warren Buffet
(Berkshire Hathaway Annual Meeting-2002)**

Data Science and Cookies.....



Overconfidence Bias

**You have more confidence in something than you should have
GIVEN THE FACTS**

Recency Effect

Recent information receives greater weight than does earlier information

Sunk-Cost Bias

**Our tendency to want to continue with something because we've already
Invested so much time, money and effort into it
EVEN THOUGH EVERYTHING IS POINTING TO ABANDONING THE EFFORT**

NASA

Space Shuttle Challenger
1986
73 seconds
7 dead



O-Ring

**Morton
Thiokol**

Confirmation Bias-Engineers always
Want more data

Overconfidence Bias-NASA had a string of
previous recent successes

Sunk-Cost Bias- There had been several
Other delays. NASA under budget
Constraints, White House and the public
Wanted the launch

Launch at all costs rather than Safety First

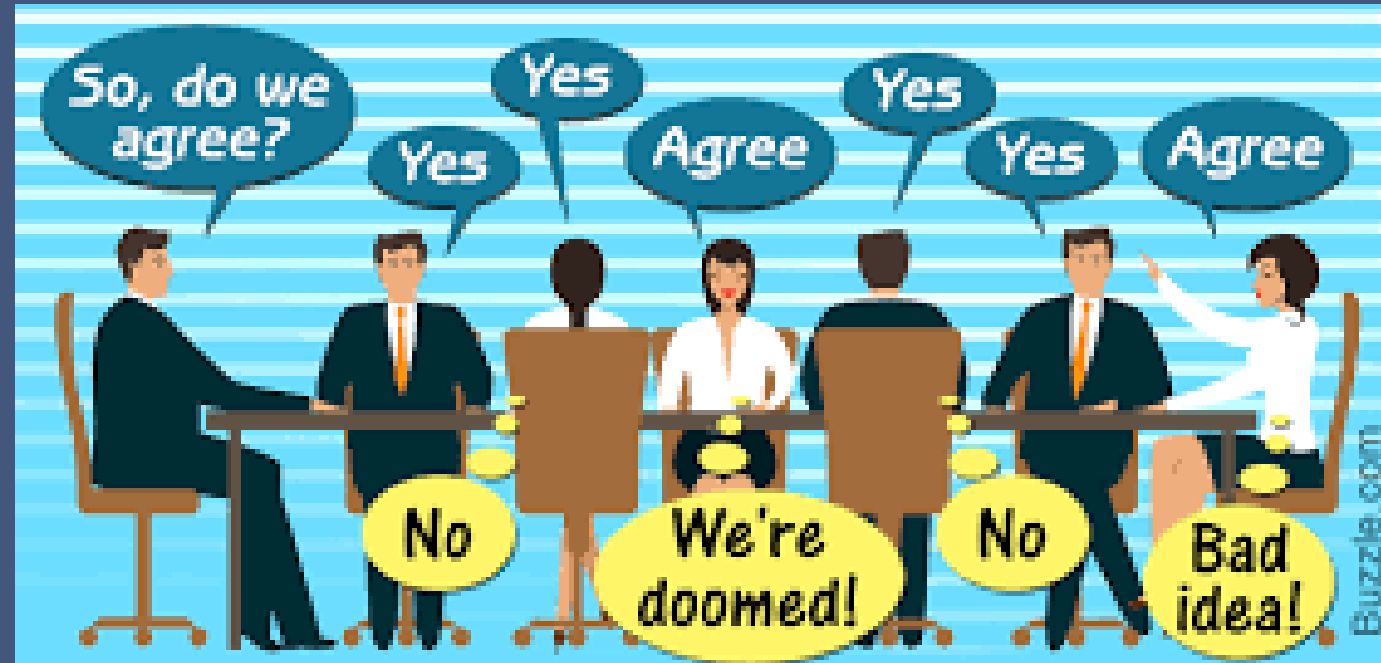


GroupThink

Artificial consensus where everyone in the group agrees and are not considering contrary evidence.



Or Worse Yet....



Groupthink is a phenomenon where people tend to confirm with group decisions to avoid feeling outcast, leading to errors in decision making.

NASA's New Policy on Management Decision-Making

Gather input from diverse groups including the astronaut crew, Engineers and operations crews and LISTEN to what they have to Say

The final decision to launch.....left to the astronauts

**Diversity of thought and perspective and being open
to changing your mind is the cure**

Compassionate and Humble Leadership

- Creates happier employees
- Decreases employee turnover
- Causes employees to be more engaged in the organization
- Leads to higher productivity and profits for the organization
- Gives you a higher EQ
- Combats cognitive bias as employees feel free to honestly voice their opinions

You will be worthy of being followed

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

-John Quincy Adams

Scott Fischer



1996



Rob Hall



Mount Everest