Lead Smart

The Case for Compassionate and Humble Leadership
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?
The Rudder of your Ship
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.Manager4Biz.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
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

i've heard the rhetoric from both sides... time to do my own research on the real truth

Googie

literally the first link that agrees with what you already believe

Completely supports your viewpoint without challenging it in any way

Another link

Don't worry about this one

...jackpot
“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
Space Shuttle Challenger
1986
73 seconds
7 dead
O-Ring
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