Leadership: Soft Stuff Doesn’t Have to be the Hard Stuff

Jeannine Falter, Steve Gade & John Slieter
Reasons for Losing Clients & Customers

EQ-related reasons:

- Didn’t feel listened to
- Couldn’t get problems resolved
- Felt disregarded
- Poor customer service
- Felt “they were only interested in the sale”

EQ-Related Reasons: 70%

Other Reasons: 30%

Drawn from Research by the Forum Corporation on Manufacturing and Service Companies, 1989 - 1995
Retaining the Best People

Why careers get derailed:

- Weak relationships & inability to handle interpersonal issues.
- Unsatisfactory teamwork & leadership during conflict or difficult times.
- Inability to adapt to change.
- Inability to elicit trust.

Drawn from Research at the Center for Creative Leadership, 1994
Topic 1: The Leader Within
EMERGENETICS® | PROFILE

STEVEN GADE - MARCH 12, 1999
HOW YOU THINK: PERCENTAGES

CONCEPTUAL = 29%
- Imaginative
- Intuitive about ideas
- Visionary
- Enjoys the unusual
- Learns by mental analysis

ANALYTICAL = 6%
- Clear thinker
- Logical problem solver
- Data driven
- Rational
- Learns by mental analysis

STRUCTURAL = 24%
- Practical thinker
- Likes guidelines
- Cautious of new ideas
- Predictable
- Learns by doing

SOCIAL = 41%
- Relational
- Intuitive about people
- Socially aware
- Empathic
- Learns from others

EMERGENETICS® | PROFILE

JOHN SUEYER - MAY 29, 2003
HOW YOU THINK: PERCENTAGES

CONCEPTUAL = 46%
- Imaginative
- Intuitive about ideas
- Visionary
- Enjoys the unusual
- Learns by mental analysis

ANALYTICAL = 11%
- Clear thinker
- Logical problem solver
- Data driven
- Rational
- Learns by mental analysis

STRUCTURAL = 2%
- Practical thinker
- Likes guidelines
- Cautious of new ideas
- Predictable
- Learns by doing

SOCIAL = 41%
- Relational
- Intuitive about people
- Socially aware
- Empathic
- Learns from others

EMERGENETICS® | PROFILE

JEANNINE FALTER - SEPTEMBER 2, 2003
HOW YOU THINK: PERCENTAGES

CONCEPTUAL = 32%
- Imaginative
- Intuitive about ideas
- Visionary
- Enjoys the unusual
- Learns by mental analysis

ANALYTICAL = 32%
- Clear thinker
- Logical problem solver
- Data driven
- Rational
- Learns by mental analysis

STRUCTURAL = 5%
- Practical thinker
- Likes guidelines
- Cautious of new ideas
- Predictable
- Learns by doing

SOCIAL = 22%
- Relational
- Intuitive about people
- Socially aware
- Empathic
- Learns from others
Mindfulness
Brains Alone Don’t Make a Leader.
Environment
Awareness and Competencies
Values and Attitude
Four Zones Impact Outcomes

Quality of Life
Steps to Change: 21 Days
Embracing Personal Accountability
Topic 2: The Interactive Leader
Gaining Agreement
Power of the Question
Micro-messaging
Topic 3: Leadership in Action
Nationwide Survey: Tapping Potential

- 50,000 people quit jobs every day.
- 85% report they could work more productively.
- Over half say they could double their productivity “if I wanted to.”

Source: Richard, Huseman and John Hatfield
Building an Optimum Team
“I’ve got it, too, Omar ... a strange feeling like we’ve just been going in circles.”
Building Trust Circle
Mastering Conflict
Achieving Commitment
Leading Transitions

Trust, energy, and innovative spirit

Emotional Commitment

Low | High

Create the Vision
Make it happen
Help it happen
Let it happen
Resist changes
Sabotage changes

Hamel, Collins, Mintzberg, Handy, Kotter, Bennis, etc.
Embracing Personal Accountability
Summary: It’s all about me!
Summary: It’s all about you and me!
Summary: It’s all about you!
Life-long Learning is the key