

What's Your Leadership IQ? Beginning the Journey ...

Jennifer Bonine

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Session Logistics:

- Speaker introductions
- Q&A at the end – plan to end 5 minutes before the hour
- Feel Free to hang out afterwards
- Take a business card and leave your name and email to keep in touch!



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Speed Chat

- Take a card
- Get to as many people in the room as you can and write their responses down on your card
- Ask your question then make sure you give your response to that person's question

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Business Benefit.....



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- Better connected teams outperform others by up to 3X.
- People with stronger relationships rely on each other more in times of need or crisis.
- We see increased success or failure based on our relationships and the ability to leverage those relationships to get work accomplished.

We need to get to know each other and help each other!

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Speaker:
Jennifer Bonine



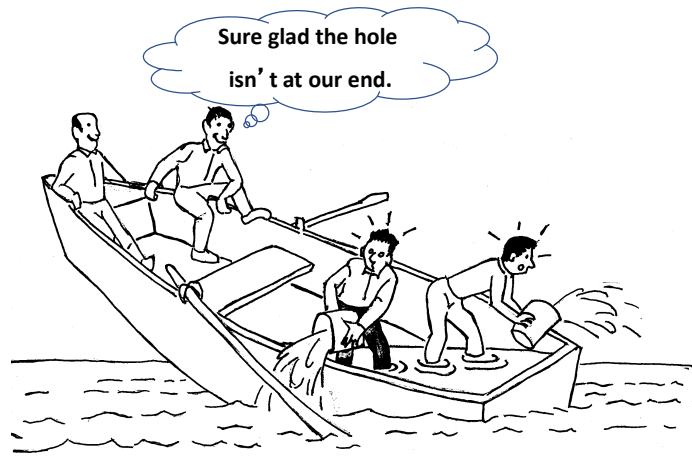
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I need your help.....

GOAL : Understand you key learning or take-away from this session

TASK: Write down on the post it notes your thoughts on what you want to learn and leave with today

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What Do You Think?

Harvard Business Review 2017

What percentage of business issues are due to the lack of inter-personal communication skills not the competencies of the parties?

91%

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The Steps to Leading

Step 1
Explore and discover more about **yourself**

Step 3
Learn how to **adapt your behaviour to interact** more effectively **with others**

Step 2
Learn how to **recognize and appreciate others'**

Step 4
Take action and put your learning into practice

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Distortion of Self-Perception

Over the course of our lives, experts said, our sense of self-image develops through a complicated interplay between cultural ideals, life experiences and accumulated comments by others. The result is, inevitably, a distortion of reality.



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Perception

The mind interprets patterns based on past experience – or on patterns it already knows

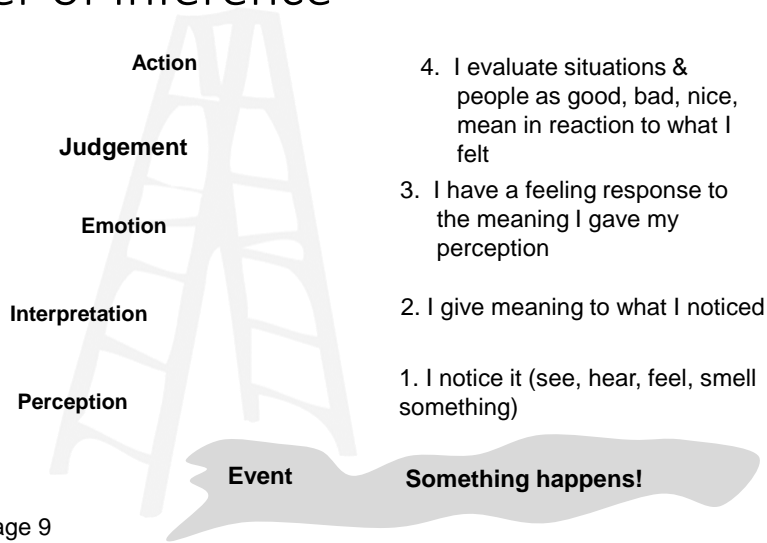
News Flash: Cambridge University Research

According to a research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess and you can still read it without problem. This is because the human mind does not read every letter by itself but the word as a whole.

Compass Learning Guide – The Key to Personal Effectiveness – Section 1.3

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Ladder of Inference



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M OST

R ESPECTFUL

I NTERPRETATION

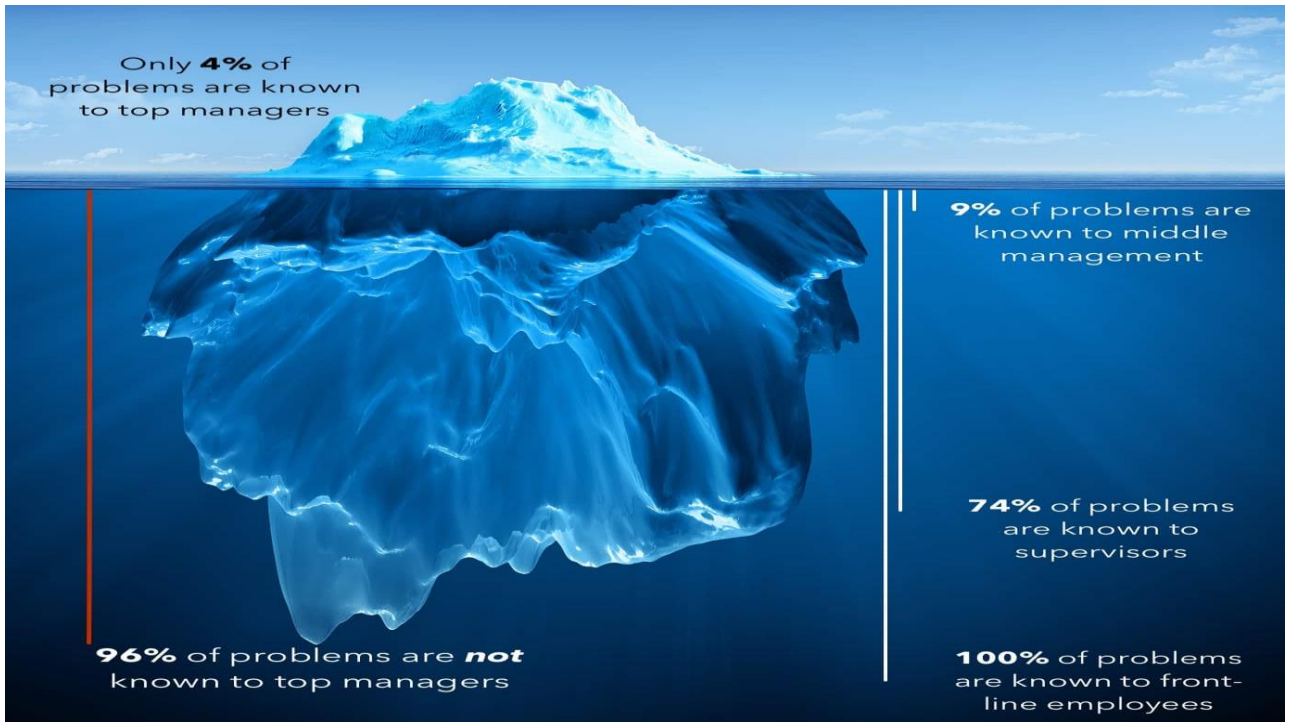
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Iceberg Model

Environment



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Interpersonal Communication

According to Albert Mehrabian:

- 7% Words - Literal
- 38% Tone of Voice - Interpretation
- 55% Context, Body Language - Interpretation
- In other words...

**Communication is 7% about WHAT you say
and 93% about WHO you say it to!**

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What is Leadership?

Brainstorm at your tables with the post it notes what comes to mind when I say Leadership



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What attributes and qualities are most important for leaders?

Brainstorm at your tables with the post it notes what comes to mind



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Leadership can be...

Leadership has been described as "a process of social influence in which a person can enlist the aid and support of others in the accomplishment of a common task" For example, some understand a **leader** simply as somebody whom people follow, or as somebody who guides or directs others, while others define leadership as "motivating and organizing a group of people to achieve a common goal"

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Peter Principle

- The **Peter Principle** is a concept in [management](#) theory in which the selection of a candidate for a position is based on the candidate's performance in their current role, rather than on abilities relevant to the intended role. Thus, employees only stop being promoted once they can no longer perform effectively, and "managers rise to the first level of their incompetence."

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Lead by Example

- Leading by example sounds easy, but few leaders are consistent with this one. Successful leaders practice what they preach and are mindful of their actions. They know everyone is watching them and therefore are incredibly intuitive about detecting those who are observing their every move, waiting to detect a performance shortfall.
- In other words – do what you say and say what you do
- Acknowledge your own failures
- Take responsibility – the teams blind spot's are yours and their successes are theirs

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Make Others Feel Safe to Speak-Up

- Many times leaders intimidate their colleagues with their title and power when they walk into a room. Successful leaders deflect attention away from themselves and encourage others to voice their opinions. They are experts at making **others feel safe to speak-up** and confidently share their perspectives and points of view. They use their **executive presence** to create an approachable environment.
- “Leaders who don’t listen will eventually be surrounded by people who have nothing to say”
- Or simply be human.

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Lead with EQ and Integrity

- Successful leaders are good at reading the situation and the needed response
 - They operate with integrity and honesty when dealing with their teams
 - Make it safe for people to try new things
 - Learn from and embrace having failure – (We learn the most when we don't succeed the first time)
 - Encourage experimentation and trying new ways

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Communicate Expectations

- Successful leaders are great communicators, and this is especially true when it comes to “performance expectations.” In doing so, they remind their colleagues of the organization’s core values and mission statement – ensuring that their vision is properly translated and actionable objectives are properly executed.
- In other words – set boundaries and enforce with carrots
- Know the Why
- Ask questions and pay attention

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Challenge People to Think

- The most successful leaders understand their colleagues' mindsets, capabilities and areas for improvement. They use this knowledge/insight to challenge their teams to think and stretch them to reach for more. These types of leaders excel in keeping their people on their toes, never allowing them to get comfortable and enabling them with the tools to grow.
- In other words – delegate don't dictate
- Solve problems – go from 0 to 1

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Invest in Relationships

- Successful leaders don't focus on protecting their domain – instead they expand it by investing in mutually beneficial relationships. Successful leaders associate themselves with “**lifters and other leaders**” – the types of people that can broaden their sphere of influence. Not only for their own advancement, but that of others.
- Focus on tasks and relationships.
- In other words – care.

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Leadership in Color



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cheerful	reflective	concise	challenging	caring	assertive
enthusiastic	determined	firm	factual	well-argued	reliable
accommodating	objective	active	steady	fun	sensitive
accurate	tactful	driving	constant	structured	harmonious
strong-willed	purposeful	convincing	cautious	calculating	amenable
persuasive	patient	influencing	diplomatic	logical	sociable
outgoing	courageous	co-operative	forceful	conventional	optimistic
mobile	friendly	stable	consistent	decisive	correct
loyal	calm	daring	analytical	engaging	exact
impulsive		realistic			

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cheerful reflective concise challenging caring assertive
 enthusiastic determined firm factual well-argued reliable
 accommodating objective active steady fun sensitive
 accurate tactful driving constant structured harmonious
 strong-willed purposeful convincing cautious calculating amenable
 persuasive patient influencing diplomatic logical sociable
 outgoing courageous co-operative forceful conventional optimistic
 mobile friendly stable consistent decisive correct
 loyal calm daring analytical engaging exact
 impulsive realistic

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Color Worksheet

- Circle as many words on the paper that describe you
- Can circle as many as you want or as few as you want
- Circle only the words that describe you or you would use to describe you

.....Count up how many of each color

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Let's Talk Colors

Do it RIGHT

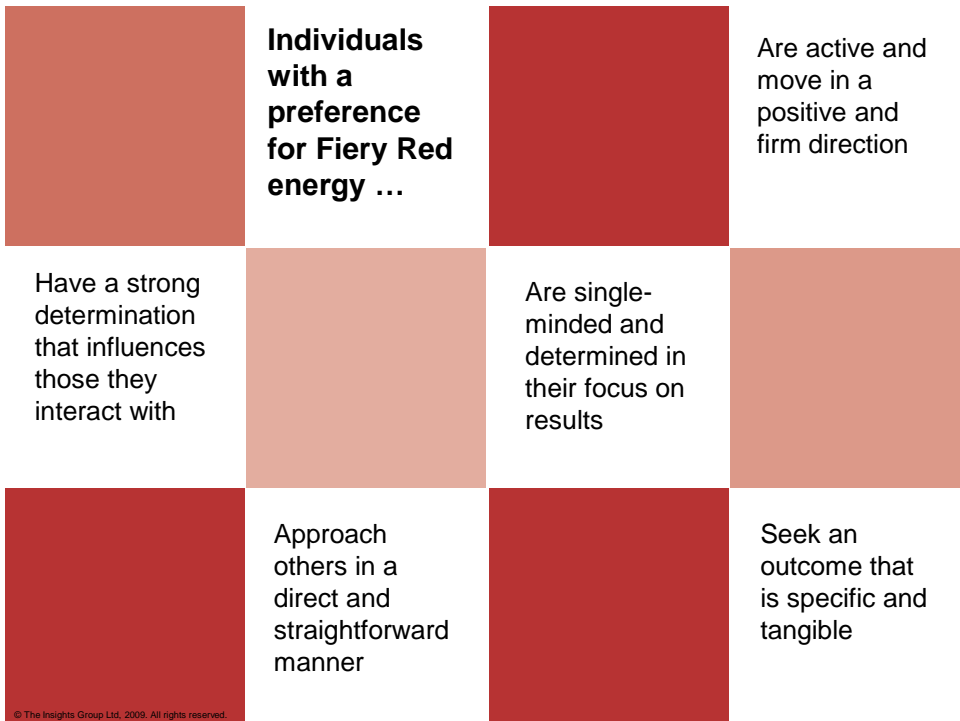


Do it NOW

Do it HARMONIOUSLY

Do it TOGETHER

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	Individuals with a preference for Earth Green energy ...		View the world through what they value and what is important to them
Seek harmony and depth in relationships		Defend what they value with quiet determination and persistence	
	Prefer democratic approaches that respect the individual		Ensure all individual perspectives are heard and considered in making choices or decisions

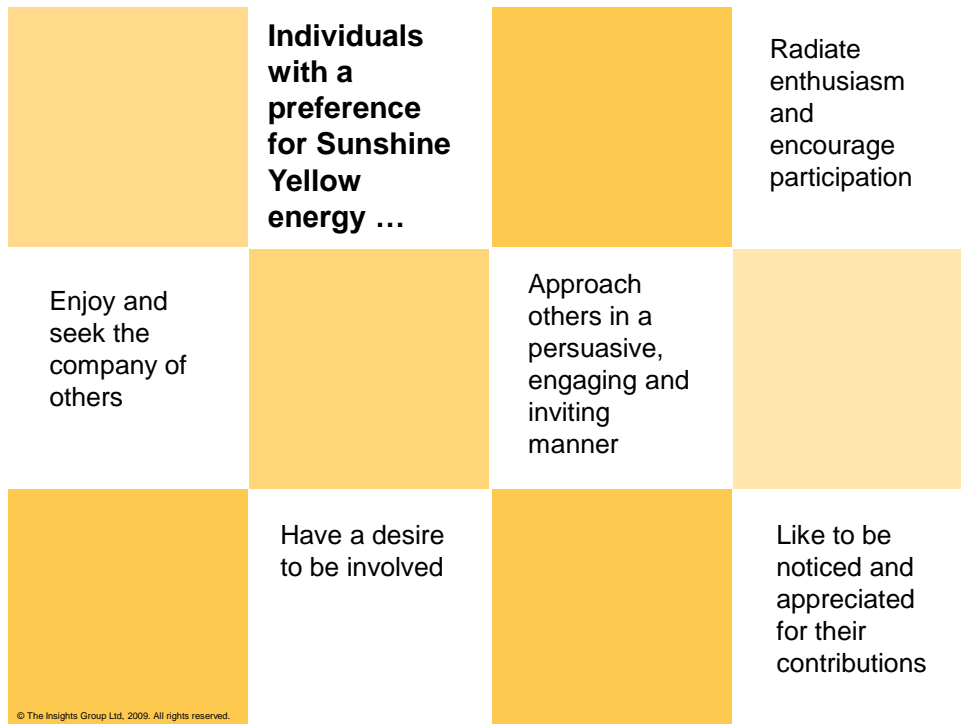
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	Individuals with a preference for Cool Blue energy ...		Desire to know and understand the world around them
Maintain a detached and objective standpoint		Value independence and intellect	
	Think things through before committing to action		Like information to be accurate and complete before proceeding

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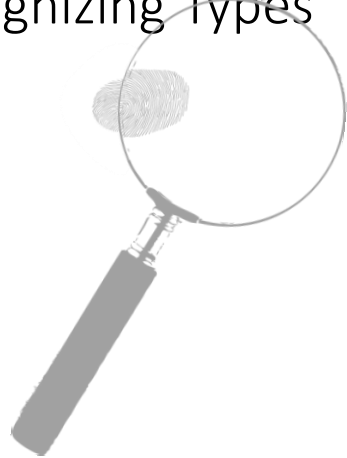
With your group brainstorm

ON SELECTED COLOR THAT YOU IDENTIFY MOST WITH

- What might be 1-2 **effective ways to manage or motivate** an individual with **this color energy** preference
- What are the leadership style or traits that you identify with we want pictures or short phrases?
- Each energy group will report out

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Recognizing Types



Every time you meet someone you have the opportunity to practice your skill of recognizing and adapting to their color energies.

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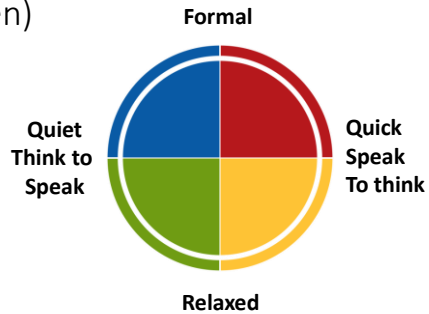
Recognizing Types

Step One...

Do they “speak to think” (red/yellow) or “think then speak “(blue/green)

Step Two...

Are they more formal (blue/red) or relaxed/informal (green/yellow)

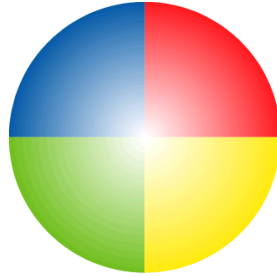


Preferences – Introversion and Extraversion

INTROVERSION



Quiet
 Observant
 Inward
 focus
 Depth
 Intimate
 Reserved
 Reflective
 Thoughtful
 Cautious



EXTRAVERSION



Energetic
 Involved
 Outward
 focus
 Breadth
 Quick
 Action
 oriented
 Outspoken
 Bold

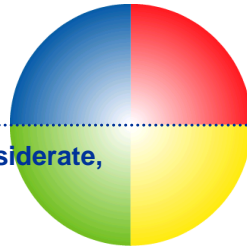
Compass Learning Guide – The Psychology of Self Understanding – Section 1.2

Thinking and Feeling: Jung's Rational Functions

Thinking Preference



Formal, Impersonal,
 Analytical, Detached,
 Objective Strong-
 minded, Competitive,
 Correct, Task, Systems,



Informal, Personal, Considerate,
 Involved,
 Subjective, Caring,
 Accommodating,
 Harmonious, Relationships,
 Morale

Feeling Preference



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People are data too



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Where are the data points with people?

- Data in Hiring
- Data in Evaluating
- Predictive Behavior



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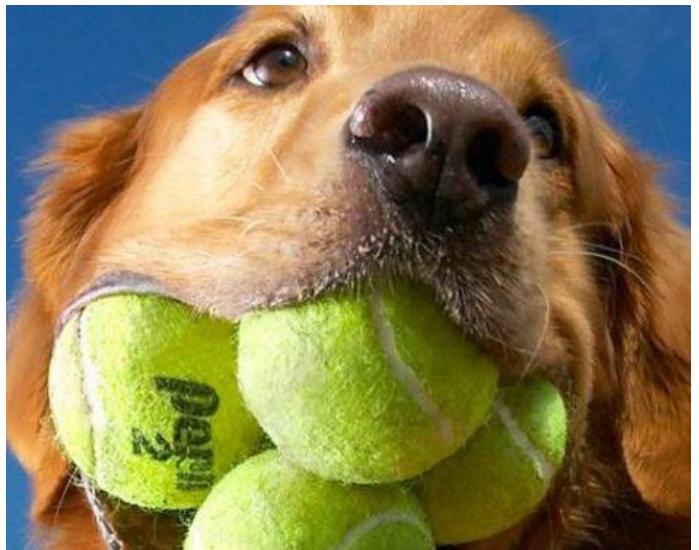
Finding the right people:

- Choose the right skills to search for
- Interviewing tactics



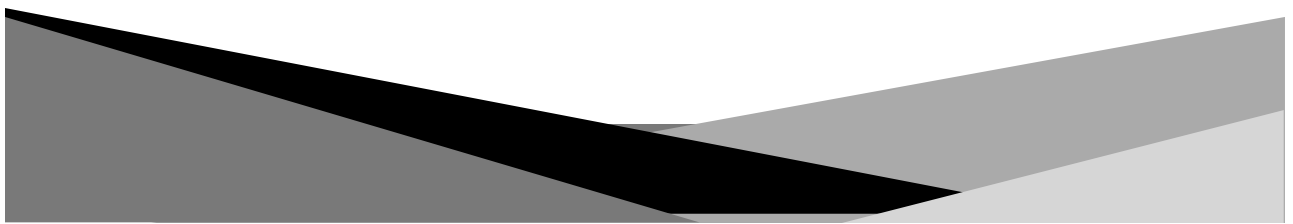
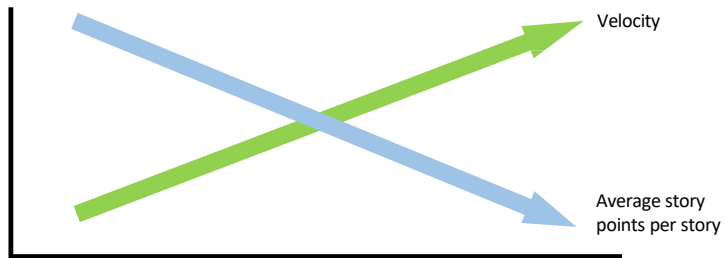
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of anything = not good



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Evaluating your team

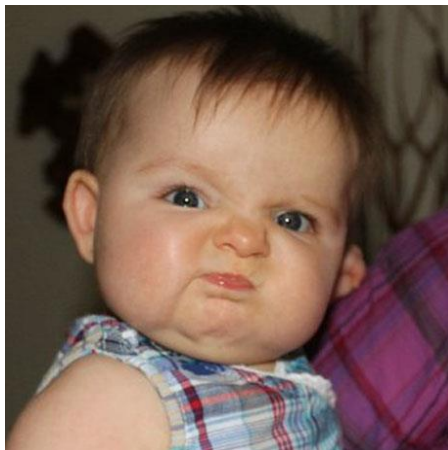


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Decisions:

Emotional vs Informed



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You have to trust your data

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Visualize your data and monitor

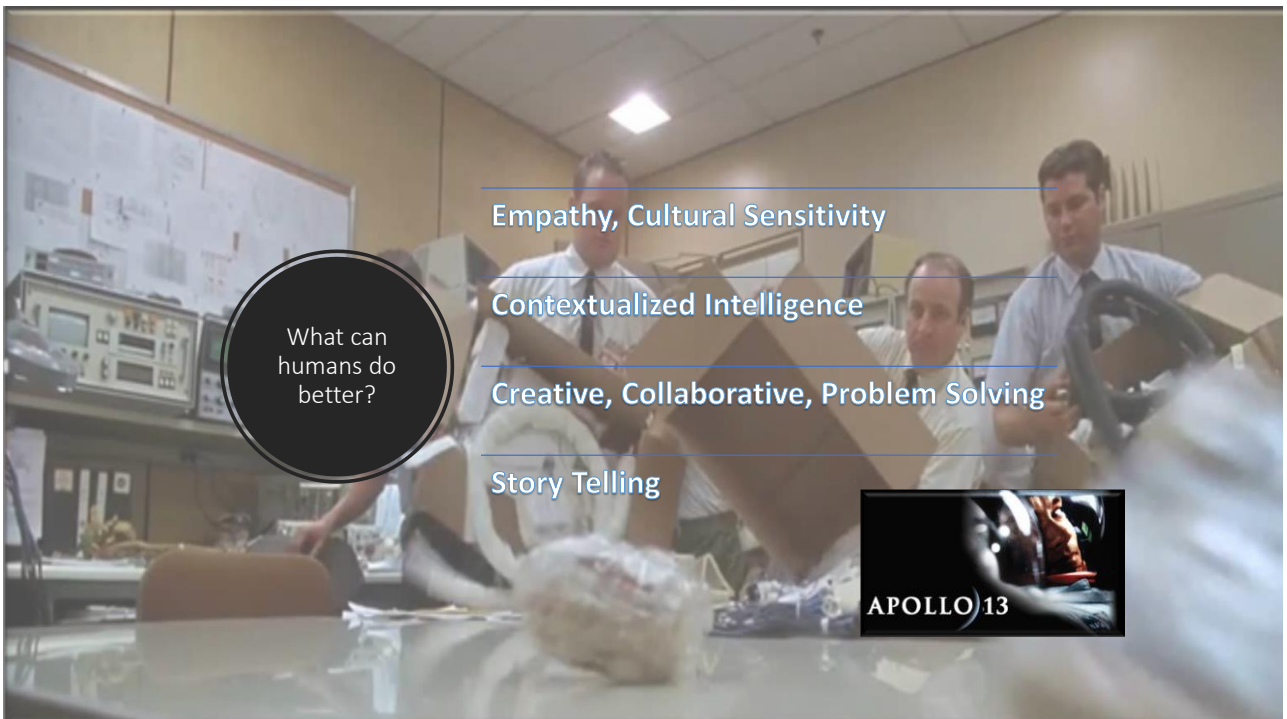


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So... How do we become better communicators?

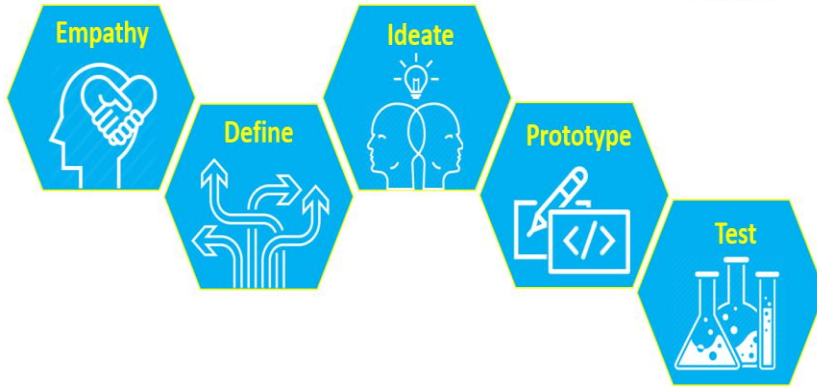
- Put your phone down (sometimes)
- Shake hands
- Schedule F2F meetings
- Engage in community
- Use visual communication tools
- Practice

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Design Thinking Framework



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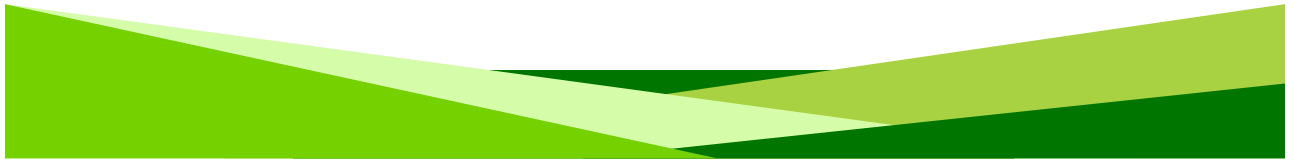
Technology Change



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Thank you for attending!

Questions?



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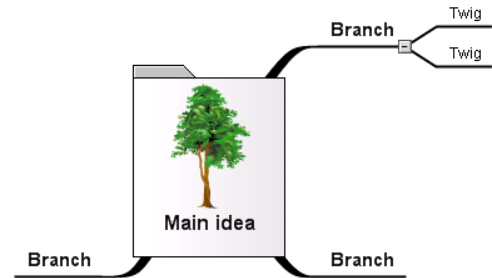
5 Best books on body language

- The definitive book on body language
- You say more than you think
- Unmasking the face
- The power of body language
- What every BODY is saying – Ex FBI agent

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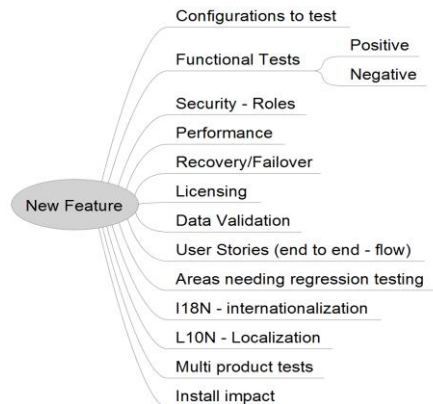
5 Essential Elements of Mind Maps

- The main idea, subject or focus is crystallized in a central image
- The main themes radiate from the central image as 'branches'
- The branches comprise a key image or key word drawn or printed on its associated line
- Topics of lesser importance are represented as 'twigs' of the relevant branch
- The branches form a connected nodal



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New Feature Template



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