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Listening Through the Three Business Roles

*Learning to Listen Like a Leader; Exploring the
Difference between Managing and Leading*



WASHINGTON
BANKERS ASSOCIATION

HENLEY LEADERSHIP GROUP
THE INSPIRATION TO LEAD

Who is Henley Leadership Group?

We are a team of leadership development experts who enhance business results by engaging and aligning the whole leader through leadership coaching, training, and assessments.

- Over 30 years of expertise in leadership development
- Transformational, whole leader approach, produces lasting results and significant ROI.
- We understand the problems our clients face, we offer solutions that focus on:
 - Executive Development
 - Building Bench Strength
 - Emerging Leader Development
 - Collaboration and Innovation

How to **engage** in this session

- Generous Listening
- Confidentiality

Three Business Personalities

- Technician
- Manager
- Leader

Technician: The Doer

- Craves predictability
- Lives in the present
- Loves to get stuff done for the sake of getting stuff done
- Can get frustrated by the continuous stream of new ideas the leaders are creating
- Loves interaction with every nut and bolt
- Sees the business as a place in which people work to produce internal results to produce income

Manager: The Pragmatist

- Provides planning, order and predictability
- Craves order
- May tend to cling to the status quo
- “What work in our lane needs attention?”
- Tends to run after the leader to restore order after the big ideas are launched
- Anticipates problems before opportunities
- Focuses on having everything organized and managed, so can lose sight of the customer or vision

Leader: Catalyst for Change

- Has a vision and loves big ideas
- Craves control or being in charge
- Thrives in times of change
- Drives the business forward strategically
- Has a well-defined future and addresses the changes needed in the present to get there
- See the business in its entirety, from which is derived its parts
- Has a clear idea of who the customers are and always sees them as an opportunity, understands there will be continuing and changing needs

Choose a current business challenge

On a scale of 1-10...pick a level 3 or 4!

Round 1: Pair Up!

- Share your business challenge with your partner
- You will listen as a manager...ask questions, listen for what manager would listen for.

Round 2: Pair Up!

- Share your business challenge with your partner
- You will now listen as a leader...ask questions, listen for what a leader would listen for.

Q & A

- What were the differences between the two hats?
- What did you pay attention to in each role?
- What did you hear differently when in each role?
- When would each role be useful?



Thank you!

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