

Being a Manager and The Importance of Leadership

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Leadership is not about telling,

leadership is about listening

Leadership is about listening:

- Listening to stakeholders,
- Listening to staff and employees,
- Listening to clients,
- Listening to the community,
- Listening to the marketplace

Listening to understand, not just
to respond

EAR EYES
UNDIVIDED
ATTENTION
HEART

耳聽

CHINESE CHARACTERS
FOR THE VERB
"TO LISTEN"

1. **Listen** with your **eyes** not just your **ears**

2. **Listen** with your **heart**

3. **Listen** with your **mind**—to understand
not just to respond

4. **Respond** with your compassion, your attention, your body language, and your open questions

Again,

**A key to good leadership is
Active Listening, by listening to
understand, not just listening to respond.**

The deference between leadership and management.

**Managers are generally appointed.
Leaders are defined by their followers and
can be found at all levels of an
organization.**

Again,

**A key to good leadership is
Active Listening, by listening to
understand, not just listening to respond.**

Thank you

And practice your

Active Listening, by listening to understand, not just listening to respond.