

August 2011

# Leadership Insights

## Leader Behavior and Problems

There are many highly educated leaders who, despite their level of education and qualifications, struggle with effectively interacting with their people and those throughout the organisation, often resulting in interpersonal issues with people which impact the performance and results of individuals, their team, and the leader.

### Leader Behaviours That Cause Problems

While there are some leaders who undoubtedly interact well with people, there are others who struggle to interact, communicate and work with people effectively, often resulting in conflict, disharmony, mediation, counseling, transfers or resignations, as well as under-performance and result shortfalls.

Many of these problems occur because despite their best intentions, many leaders are unaware of how their behaviour is interpreted by the people they are interacting with. While a leader may intend to be decisive, assertive and efficient, others may interpret this as domineering, aggressive and callous...or a leader may wish to be innovative, progressive and move quickly to take advantage of opportunities, yet this can be interpreted as steamrolling, overbearing and even recklessness

when all the details and outworking of various scenarios are not adequately taken into consideration.

Unfortunately the good intentions of many leaders are not matched by the leaders behaviour.

### Improving Leader Behaviours

While this is a large area of study there are 3 critical behaviours that leaders can immediately begin to take to improve their leadership which are:

- 1. Explain Direction**—take time to talk through direction, plans, steps and the rationale involved
- 2. Seek Input**—your people are experienced/qualified so consistently ask for their input, ideas and questions
- 3. Listen**—when you seek input then SHUT-UP and Listen...you often gain valuable insights, solutions and respect with people simply by listening to them

### Leadership Development:

Eastview specialises in Leadership Diagnostics that equip leaders to identify and understand how their behaviour and personality type impact on their leadership, people and outcomes.



## About Eastview

Eastview specialises in delivering incisive, strategic and results-changing Leadership Development Programs, Workshops, Coaching and Consulting to organisations throughout Australia which are:

- Individually Designed** - to address your specific challenges, opportunities and organisational requirements
- Strategically Planned** - to align with your strategies, competencies, performance measures and culture
- Incisive in Content** - using world-class resources, comprehensive content and extensive experience
- Results-Changing** - by focusing on practical application to drive change and improvement
- Excellent Value**

## Contact

For more information about Eastview please contact John Davidson on:  
Phone: 0424 056 427  
Office: 02 4950 0380  
Fax: 02 4950 0220  
Web: [www.eastview.net.au](http://www.eastview.net.au)  
Email: [john.davidson@eastview.com.au](mailto:john.davidson@eastview.com.au)