

Things Would Be Different if I Were in Charge: Learning to Lead at Any Level

Kimberly A. Nash, MBA, SHRM-SCP, SHRM, CMS

Owner, THriv

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**THANK
YOU**





Leadership Truth #1

•PEOPLE

to be
point of view.
Influence ['infl
power to affect o
connections to

Leadership Truth #2

INFLUENCE not POSITION

Leadership Truth
#3

10,000



Leadership Truth
#4

The MIDDLE



Leadership Truth #5

- HR professionals have the opportunity to influence everyone!



Leadership Truth #6

Leadership (influence) occurs
at all levels within the
organization



Do you
remember
your school
custodian?



take on the CHALLENGE

Join me for the Influence Challenge!

An aerial photograph of a city skyline at dusk. The sky is a deep blue, and the city lights are beginning to glow. Several prominent skyscrapers are visible, including one with a distinctive pointed top and another with a clock tower. The text "How will you influence your community?" is overlaid in a large, white, sans-serif font. A thin white vertical line is positioned to the left of the text.

How will you
influence your
community?



**Applying these truths to
our organizations**



Air Travel

- Boots on the ground
- Passengers
- Pilots

WOULD YOU AGREE THESE GROUPS HAVE A DIFFERENT PERSPECTIVE?



Boots on the Ground





Boots on the Ground

- Identify the “boots on the ground” in your organization
- What is their employee experience?
- What is their opinion about HR?
- Do people avoid you?



Boots on the Ground

Tips on increasing your influence with "boots on the ground"

- HR is closer to the boots on the ground
- Model the behavior you expect
- Everyone brings value to the organization
- Encourage them in their growth and development (momentum, job crafting)
- Find ways to connect with employees
- Demonstrate empathy
- How can I help you?

Boots on the Ground

Let me give you an
EXAMPLE

Having difficult conversations is more difficult on the communicator than the receiver!





I was raised to treat
the janitor
with the same
respect
as the CEO.

Peers



Peers

Who are
your peers?

What is their
opinion of HR?

Do people
avoid you?

Peers (Internal)

Tips on increasing your influence with internal peers

- Everyone brings values
- How can I help you?
- Build trust; Build relationships
- Be real – don't pretend
- Be a friend – listen, find common ground, tell the truth
- Look at all perspectives – seek to understand their perspective
- Don't fight for your idea when it is not the best
- Be their cheerleader
- Stand up for what is right, not popular, avoid politics
- Reject ideas not people

Peers (External)

Tips on increasing your influence with external peers

- Expand your acquaintances
- Build relationships
- Build trust
- Be real – don't pretend
- How can I help you?
- Be a friend – listen, find common ground, tell the truth

Peers

Internal

External





Pilot

Pilot

Identify the
“pilots” in your
organization

What is their
opinion about
HR?

Do the pilots
avoid you?

Pilot

Tips on increasing your influence with “pilots”

- Be growing (growth mindset)
- Focus on the big picture
- Leaders focus on innovation, challenges, make things happen, change
- Strategy: support your leader, add value, doing your work with excellence
- Connect and engage with leaders – communicate
- Take ownership of your position
- Self-management – don't be a drain on your leader
- Demonstrate a whatever it takes attitude
- Find a way to make things happen, no matter what
- Do it because it matters not because it gets you notices
- There are no traffic jams on the extra mile (do more than expected)

Pilot

Tips on increasing your influence with “pilots”

- Some leaders are in over their head, they need help
- Does your leader trust you?
- Be there when your leader needs you
- Lighten their load, how can I help you?
- Find a problem offer a solution. Don't find fault, find a remedy
- Tell leaders what they need to hear
- Don't make excuses – admit failures and what you learned
- Keep your emotions in check – It is about the team, organization
- Know when to push, know when to back off (is it the right time).
- My personal agenda vs. what can I do for you?
- Have I made my point? Provide the information.
- The decision the leader makes is not your responsibility

Pilot

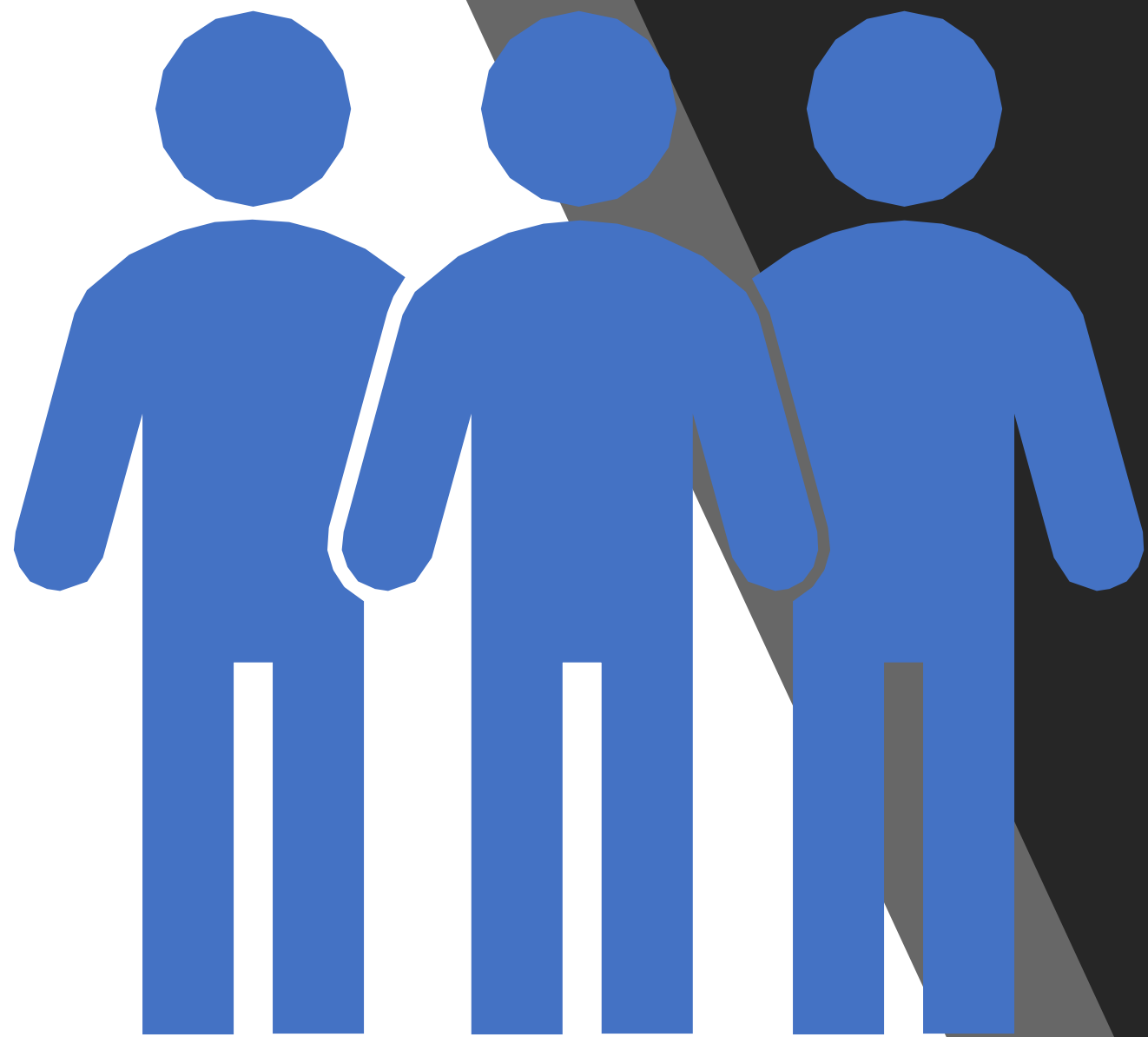




Summary

- Leadership
 - People
 - Influence
 - HR influences everyone
 - Influence occurs at every level
- Value Everyone
- Build Trust
- Connect with Everyone
- Serve Others

Extra Tips to Influence Others



- Great people talk about ideas, average people talk about themselves, and small people talk about others.
- Find a way to work with difficult people
- Competence is the key to credibility; Credibility is the key to influence others

Influence Others

- Today
- This week
- Work
- Community
- Home
- Other?



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kim@uthriv2.com

717.298.3030