



# TAKE FLIGHT COACHING

Committed to your Clarity, Possibility, and Action

## Influencing Others

July 2007

Forward Movement

John Maxwell, a leadership trainer, says successful leadership is about 90% people knowledge and 10% product knowledge. You can have strong people skills and not be a good leader, but you cannot be a good leader without people skills. Many people in leadership positions fail to ever gain a proper understanding of the people they lead. As a result, neither they nor their people ever reach their potential. Successful leaders are able to discern the needs of their people, then take action to meet them. The following is a list of the most common needs of people and how to effectively meet those needs. Though every item may not be true of the people you lead, take the time to determine what items do describe them.

Then commit to take the proper action to put you and your people on the road to success.

### People Like To Feel Appreciated ... Compliment Them

The highest compliment a person can receive is one given by his or her leader. Take the time to notice your people's work and don't hesitate to tell them when they've done a good job. A compliment also helps people see their great potential. Nothing makes people so worthy of compliments as receiving them. One is more delightful for being told one is delightful -- just as one is more angry for being told one is angry. Make a habit of being generous and sincere with your compliments.

### People Look For A Better Tomorrow... Give them Hope

Jean Kerr said, "Hope is the feeling we have that the feeling we have isn't permanent." In other words, when your people are having trouble seeing the light at the end of the tunnel, remind them of the purpose of their work and help them envision what their work will accomplish. In a world with difficulty, those with hope stand out. Help people learn from yesterday, live for today, and hope for tomorrow.

*Continued on back...*

### In This Issue ...

- *Influencing Others*
- *Leading Through Serving*
- *Listening for Greatness*

## Leading Through Serving

Notice the picture to the right. Many people have this image of influencing others. For them leadership is about power; they focus on controlling or pushing others. This is not leadership. A good leader is one whose primary purpose for leading is to serve others by investing in their development and well-being for the benefit of the common good. True leadership must be for the benefit of the followers, not to enrich the leader.

Jesus, the wisest Teacher I know, said "If anyone wants to be first, he must be the very last, and the servant of all." A great person shows their greatness by the way they treat ordinary people.



# Influencing Others... *Continued...*

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## **People Need To Be Understood... Listen To Them**

Every leader would be wise to heed the Cherokee saying: "Listen to the whispers and you won't have to hear the screams." Don't judge what your people want to tell you before they've told you. It is better to listen in order to understand, than to listen in order to reply. Take time to understand their point of view and listen to their suggestions. Listening is a magnetic and strange thing, a creative force. The people who listen to us are the ones we move toward. When we are listened to, it creates us, make us unfold and expand.

## **People Lack Direction... Guide Them**

Unhappiness is not knowing what we want and killing ourselves to get it. Part of influencing others is helping people discover what they're most passionate about, then helping them pursue it. If you help people find their direction, all they need to do is keep walking. One of the greatest gifts you can give others is to know where to direct their energies. One caveat; when helping people find direction, it is best to lead with good questions rather than just telling them what you think. A major stimulant to creative thinking is focused questions. There is something about an open-ended question that often

penetrates to the heart of the matter and triggers new ideas and insights. People's buy-in will be much greater if you facilitate discovery through asking "What" or "How" questions and then listening, really listening to their thoughts.

Tom Peters said, "Techniques don't produce quality products or pick up the garbage on time; people do, people who care, people who are treated as creatively contributing adults." Before you ask anything of your people, make sure you've taken the time to understand and meet their needs. In doing so, you will give yourself a decided edge in maintaining their continued support.



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## **Listening For Greatness**

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**A** great future is one that challenges existing beliefs about the upward limit of what is possible.

A coaching relationship provides an environment for discovering a person's great future and the capacity to be extraordinary. It is based on a complete commitment to the person being coached, and to what that person is capable of, even beyond what he or she sees right now.

A good coach stands in your greatness, while encouraging specific goals and promoting concrete action. These goals and actions are the small steps that we regularly take, which moves us from mediocrity to living at our best.

It is listening for people's greatness that allows the coach to see what is really possible for them, and to open people's eyes so they can see and believe in it themselves. Once people are engaged in that possibility, the coach is then in a position to support them in making that future a reality.

Living at your greatest potential is not easy, and it is a life-long journey. To get there you will need help from many people. There is a great African proverb: You can travel fast by yourself, but you can travel far with other people.