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How well are we listening to our people?

If you feel like you have too many tasks to manage each day, you’re not alone. As a leader, you are responsible for a lot. Multi-tasking becomes a survival skill. The Challenge: Task overload can lead to rushing interactions with your people; as a result, we end up “Telling” our people what to do. "Tell" is a one-direction approach to leading, where you, as the leader, do the telling and hopefully your people do the listening and doing. In the great majority of cases, this simply does not work. So what's the answer?

Involve Your People! ASK rather than TELL!

As a leader, you want the best for your people, especially those who show the highest commitment to their work. Therefore, take *an* ***"ASK"*** approach - where you ask open-ended questions to engage your people, whether one-on-one or when you are with your whole team. Gaining their input and involvement leads to new solutions, new ways of working and can break down silos. Involved people take greater ownership and accountability for their work. ASKING shows you trust your people and value their perspective.

Open-ended Questions that Involve

> What do you think?

> How do you see making this work?

> How do you see solving this?

> What can we be doing differently in this area?

> What’s not work that we need to solve or stop doing?

> Describe how you have been doing that. Can you share that?

Yes – ASKING open-ended questions will slow you down at first; yet, the answers to them will provide insight into what is important to move your team forward. Add “ASK” to your leadership tool box. In the long run, the more you ASK, the more your people will want to listen to you.

Make a Commitment to giving it a try!

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