



## Lifting those you Lead

John D. Rockefeller said, *"I will pay more for the ability to deal with people than for any ability under the sun."* Henry Ford once said, *"You can take my factories, burn up my buildings, but give me my people and I'll build the business right back again."* There are two truths worth remembering:

- You can have strong people skills and not be a good leader
- You cannot be a good leader without people skills.

If you are in a position of leadership and fail to ever gain a proper understanding of the people you lead you will hinder both your ability to lead and the ability of those you lead to be a success.

But successful leaders are able to determine the needs of their people intuitively, then take action to meet them. The following is a list of the most common needs of people and how to meet them effectively. 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.

### 1. PEOPLE LIKE TO FEEL SPECIAL... COMPLIMENT THEM.

The highest compliment a person can receive is one given by his or her leader whether it is spoken or written. Mark Twain said, *"One compliment can keep me going for a whole month."* Take the time to notice your people's work and don't hesitate to tell them when they've done a good job. Make a habit of being generous and sincere with your compliments. There is a basic need in the human heart to be appreciated for what we do and what we are. As a leader, do you want to experience great accomplishment? According to Kouzes and Poser, *"We've consistently found that when getting extraordinary things done, leaders:*

- *Change the process*
- *Inspire a shared vision*
- *Enable others to act*
- *Model the way*
- ***Encourage the heart***

### 2. 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."* Have you ever seen someone who seemed to have no hope? Do you know what I believe is the worse thing in the world not to have? That right, its HOPE. The greatest gift you can ever give your followers is HOPE. Napoleon said, *"Leaders are dealers in Hope"* 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. Help them to understand the purpose of their life and why they are here. Hope is the foundation of all change. Nobody changes unless they think it is going to get better. There has never been a person who has said, *"I think I am going to make a major change in my life because I think it will destroy it"*. The only reason we change is when we hope it will be better.



### 3. 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."* It is amazing how often people fail to listen to one another. Have you ever had someone express, "You're not listening to what I am saying"? People want more than your physical presence in human communication: they want you to be present with them psychologically, socially, and emotionally. While we are listening it is often the case that we get distracted from what the other person is saying. Often we get involved in our own thoughts. That is especially true of leaders. Don't judge what your people want to tell you before they've told you. Take time to understand their point of view and listen to their suggestions. It's the best way to ensure that they've been listening to you and it opens the door to innovative ideas for improvement.

### 4. PEOPLE LACK DIRECTION... PROVIDE LEADERSHIP FOR THEM.

Don Herald said, *"Unhappiness is not knowing what we want and killing ourselves to get it."* Part of your job as a leader is to help your people figure out what they're most passionate about, then help them pursue it. Sometimes that may involve a position change within your organization or even allowing a person to pursue another opportunity. About a year ago one of my direct reports was sitting by me at a Christmas Party. He began by asking that I not get upset at what he wanted to talk to me about. As he shared, I realized that I was about to lose an excellent staff member to another department. I assured him that I understood that understood and wanted him to love what he did. His willingness to share his heart with me was a great Christmas gift, my gift to him...well he has moved on to follow his dream. John Maxwell admonishes, *"Spend your best time developing and giving direction to those who are passionate about the work your organization is accomplishing."* That is true in business and in the church.

You can be a difference maker in someone's life.

- Compliment and Encourage them
- Give them hope
- Listen to them
- Lead them