

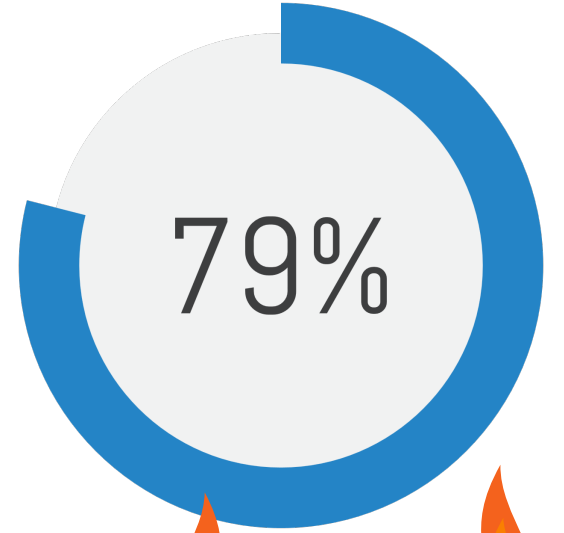
Closing the Leadership Gap

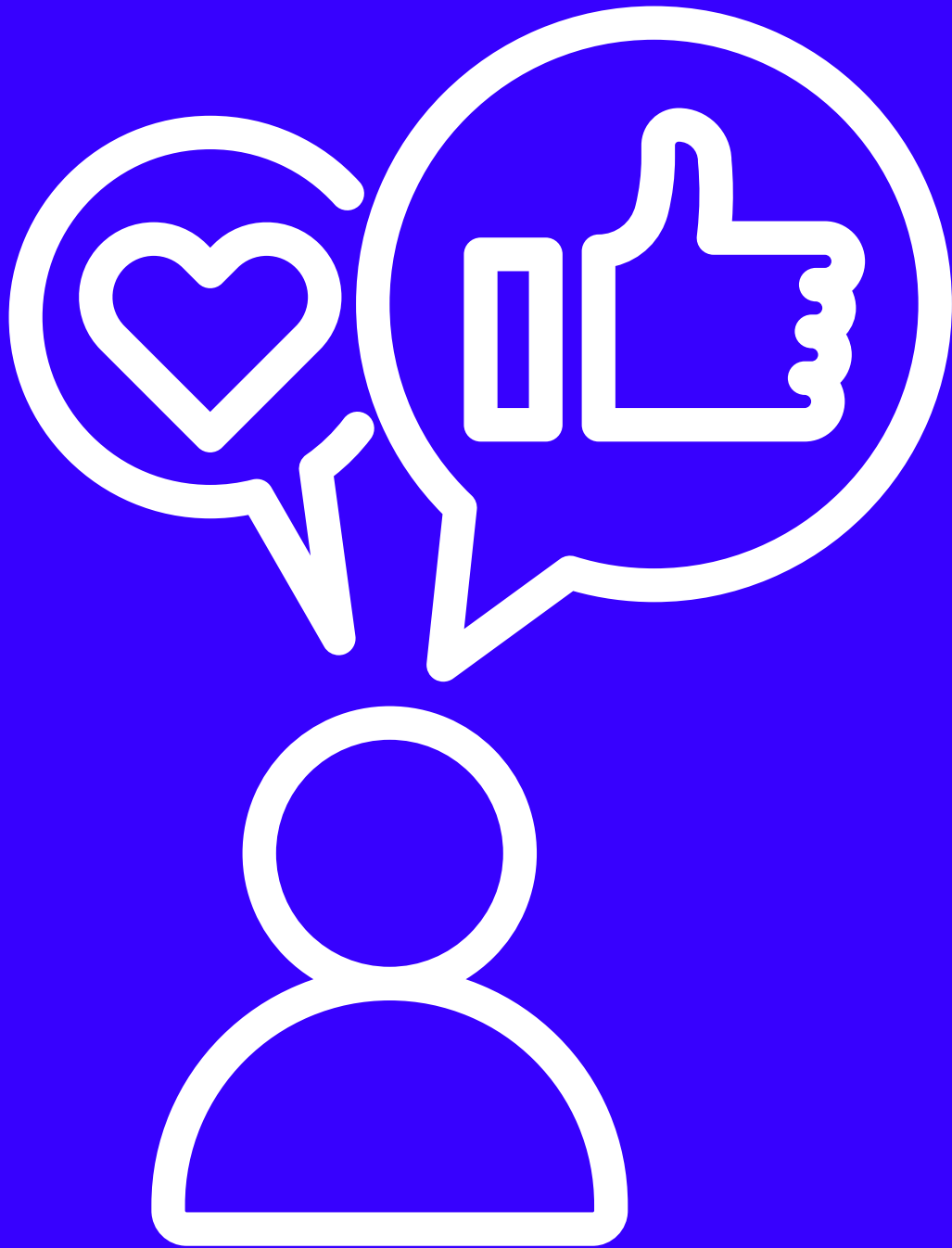
Unlock Your Organization's Potential

PRESTON POORE & ASSOCIATES, LLC



10K





29%

Millennial Employee Engagement

LEADERSHIP



Today's Roadmap

1

INFLUENCE

2

EMPATHY

3

CHANGE MANAGEMENT

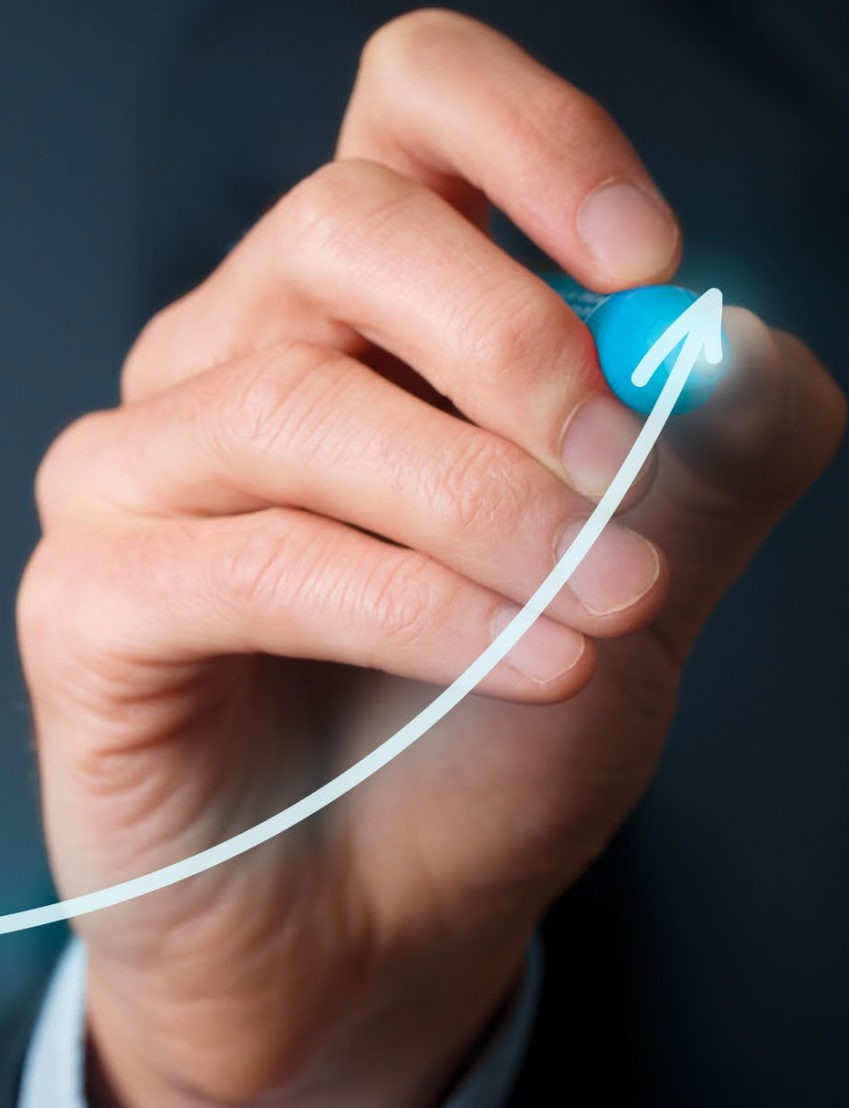


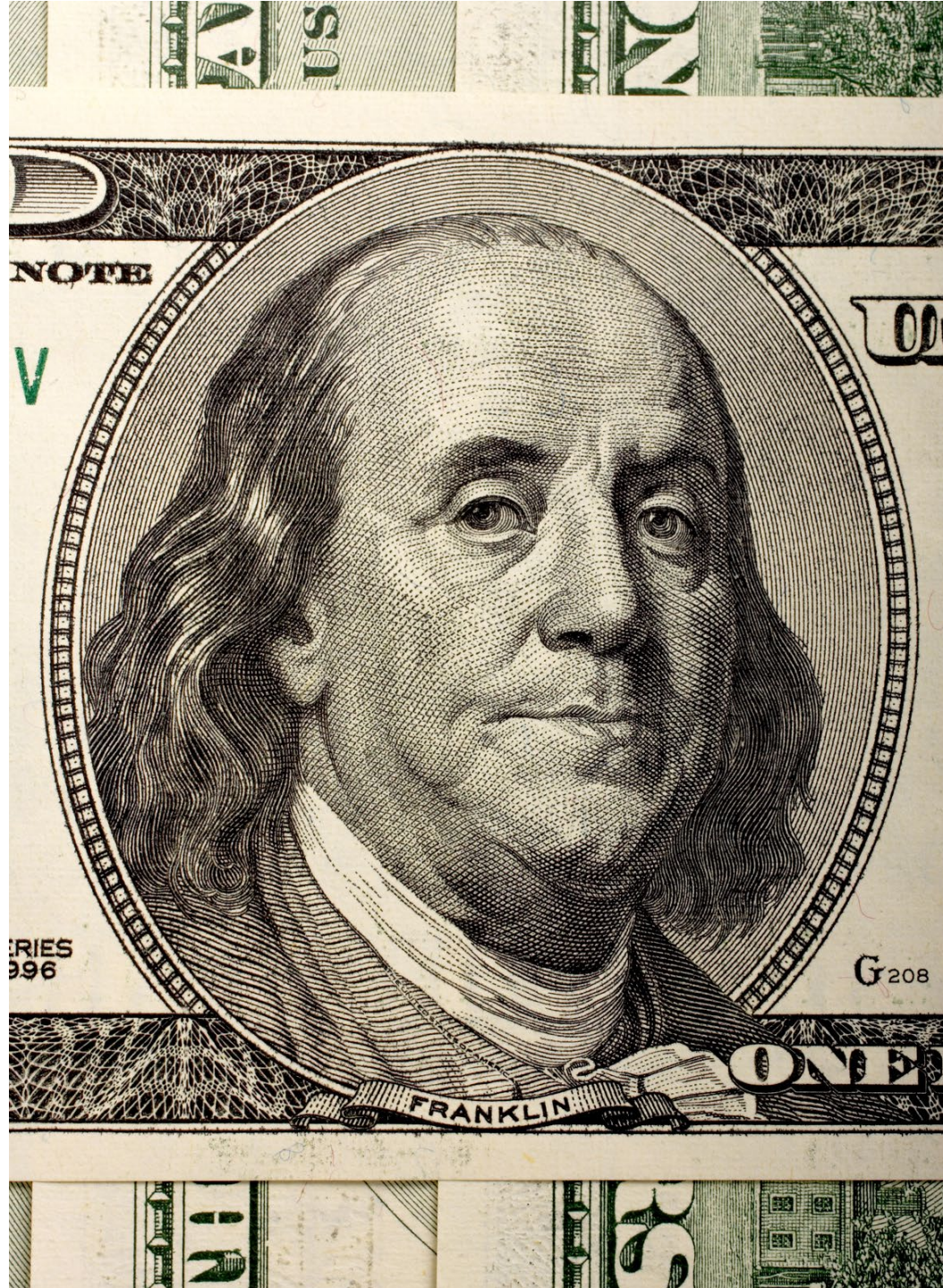
“ ”

Everyone thinks of changing the world, but
no one thinks of changing themselves.

Leo Tolstoy

potential





***Tell me and I forget.
Teach me and I
remember.
Involve me and I
learn.***

Closing the Leadership Gap

Unlock Your Organization's Potential

1 Influence is...

2 Elements to Be

1. _____
2. _____
3. _____

3 Empathy Pulse

Self-awareness: How often do you genuinely try to feel what the other person is feeling during a conversation?
Assumption Check: How frequently do you pause before making a decision, reminding yourself that you might not fully understand the other person's experience?
Listening Intensity: When someone speaks to you about their experiences, how deeply do you try to understand the other person's perspective?
Broadening Horizons: How often do you choose books, articles, or podcasts that help you gain insight into a culture, group, or experience different from your own?
Empathetic Reflection: After interactions, how frequently do you reflect on conversations in your mind, imagining walking in the other person's shoes?
Total out of _____

Preston Poore & Associates, LLC | preston@prestonpoore.com

Closing the Leadership Gap

Unlock Your Organization's Potential

4 7 Steps to Develop Empathy & Understanding

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

5 Four Steps to Creating Positive Change

- 1) Build the _____
- 2) Drive _____
 - _____ Key Stakeholders
 - Connect _____
- 3) Develop the _____
- 4) _____ and Learn

6 Change Formula

Motivation ___ Energy ___ Change
or
Motivation ___ Energy ___ Change

7 One Thing

Participant Guide

Closing the Leadership Gap

INFLUENCE

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to be best in any
point of view.
Influence ['infl
power to affect
connections to
act,
effect,

WHAT IS INFLUENCE?



WHO INFLUENCED YOU?



FIVE

LEADERSHIP MYTHS

01

Management

02

Entrepreneur

03

Knowledge

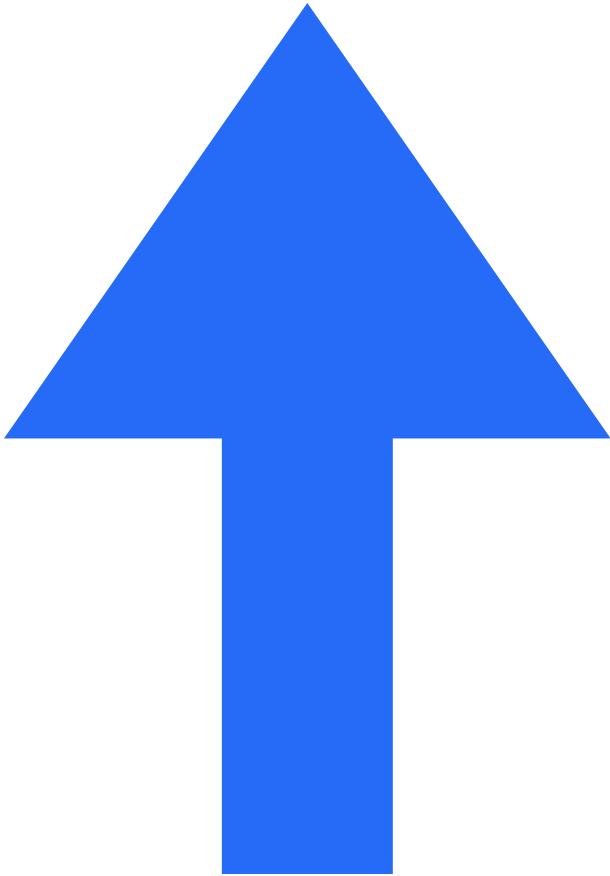
04

Pioneer

05

Position

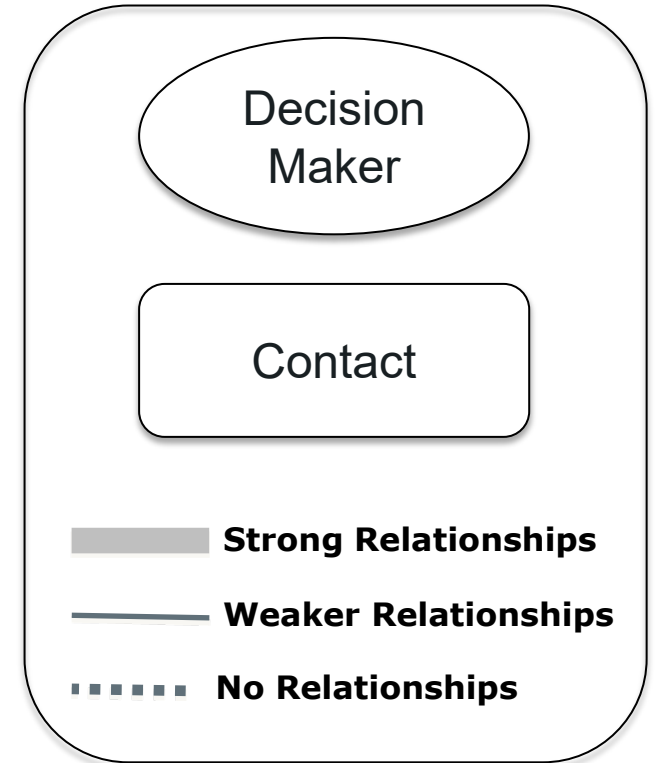
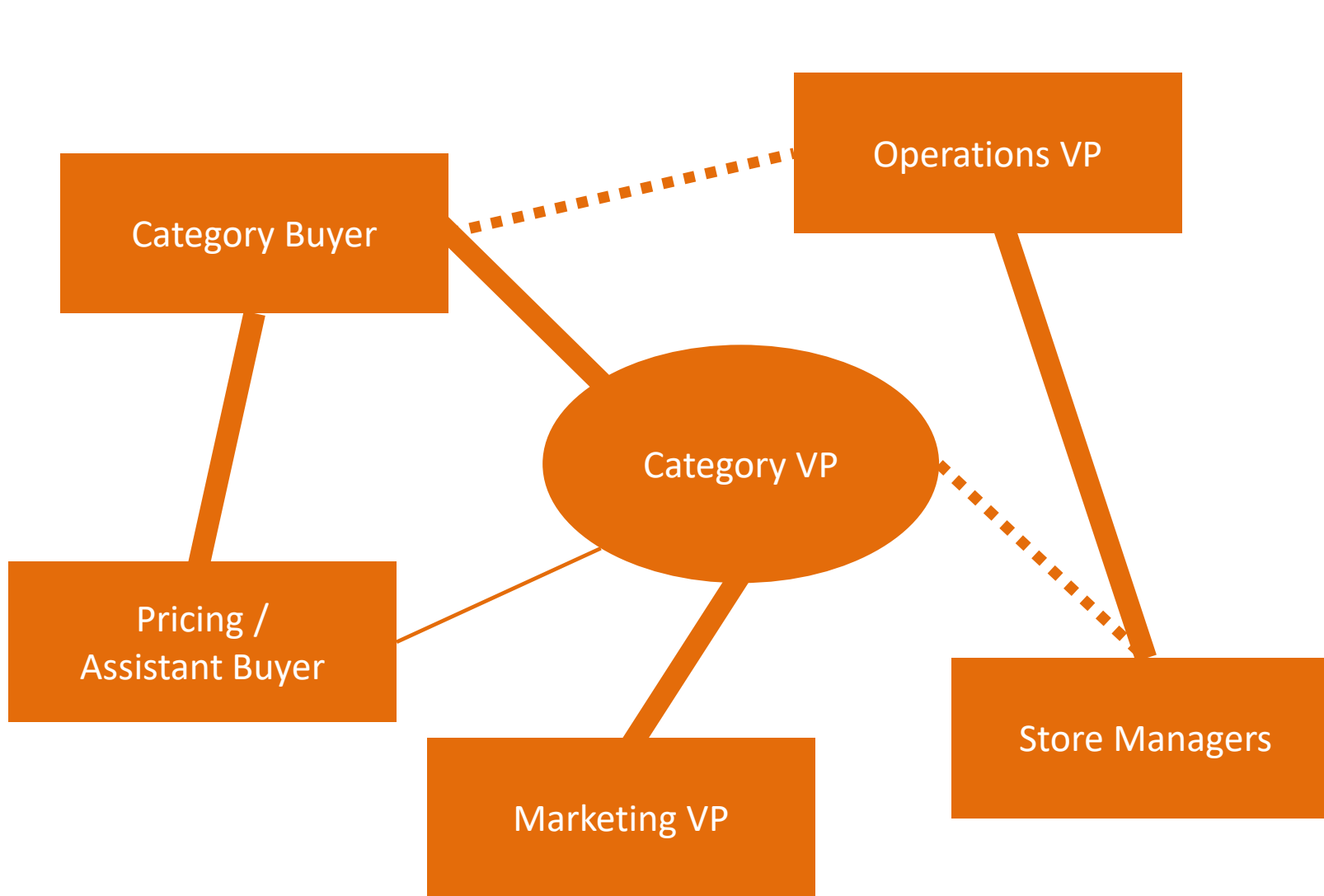
Methods of Influence



- **RESPECT:** We follow because of the request and respect for the influencer.
- **PERSUASION:** We follow because we want to
- **EXCHANGE:** We both win something.
- **POSITIONAL:** We follow because we have to.
- **MANIPULATION:** There's a winner and a loser.
- **INTIMIDATION:** "My way or the highway."
- **FORCE:** There is no choice in the decision.



Influence Plan: Giant Carlisle



Do you know?

- Decision Role
- Current Stance
- Motivation
- Thinking Style
- Driving / Restraining Forces

Closing the Leadership Gap

EMPATHY

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A person wearing a dark green, textured knit sweater is holding a rectangular wooden-framed chalkboard. The word "EMPATHY" is written in white, uppercase, sans-serif letters on the black surface of the chalkboard. The person's hands are visible, gripping the wooden frame on the left and right sides. The background is a plain, light gray color.

EMPATHY





Empathy Pulse Check



**Cultivating
Your Own Empathy**

SEVEN

STEPS TO DEVELOP EMPATHY AND UNDERSTANDING

- ✦ Avoid making assumptions
- ✦ Ask questions
- ✦ Listen
- ✦ Put Yourself in the other person's shoes
- ✦ Be Present
- ✦ Practice having more meaningful conversations
- ✦ Try to understand a group of people outside your experience

**SELF-
AWARENESS
101**





Increasing Self-Awareness



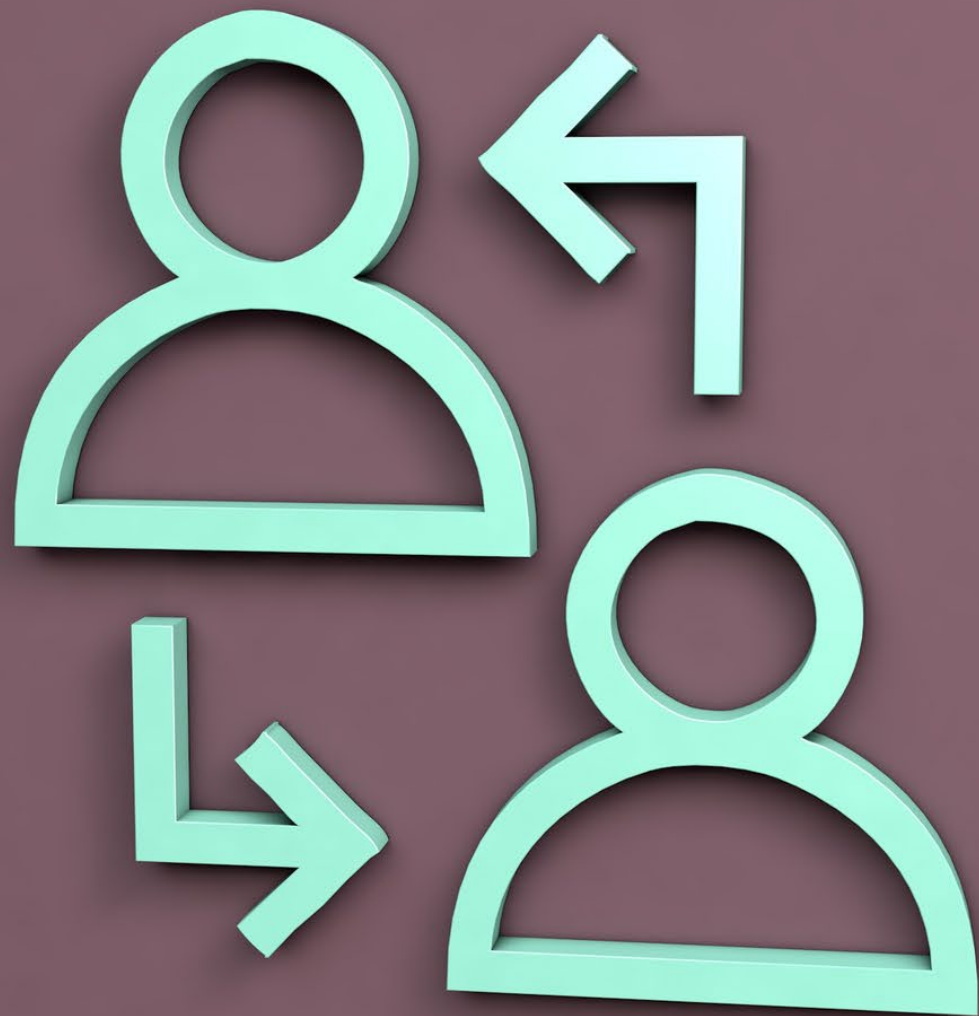
COMMON PITFALLS TO AVOID

- **Avoid** correcting someone's thoughts
- **Avoid** providing unsolicited advice
- **Avoid** making comparisons when trying to validate someone's feelings
- **Avoid** blaming someone for the feelings they are experiencing
- **Avoid** trying to 'fix' how they are feeling

Closing the Leadership Gap

CHANGE MANAGEMENT

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Are You Ready to Lead in a Everchanging Industry?

- Industry Consolidation
- Customer Consolidation
- Election Turnover
- Shrinking Resources
- Increased Productivity

The work of Leadership is Change

01

Overcome
adversity

02

Challenge
status quo

03

Take charge of
change



LEADING CHANGE CAN BE DIFFICULT

People feel awkward and self-conscious doing something new

People initially focus on what they will have to give up

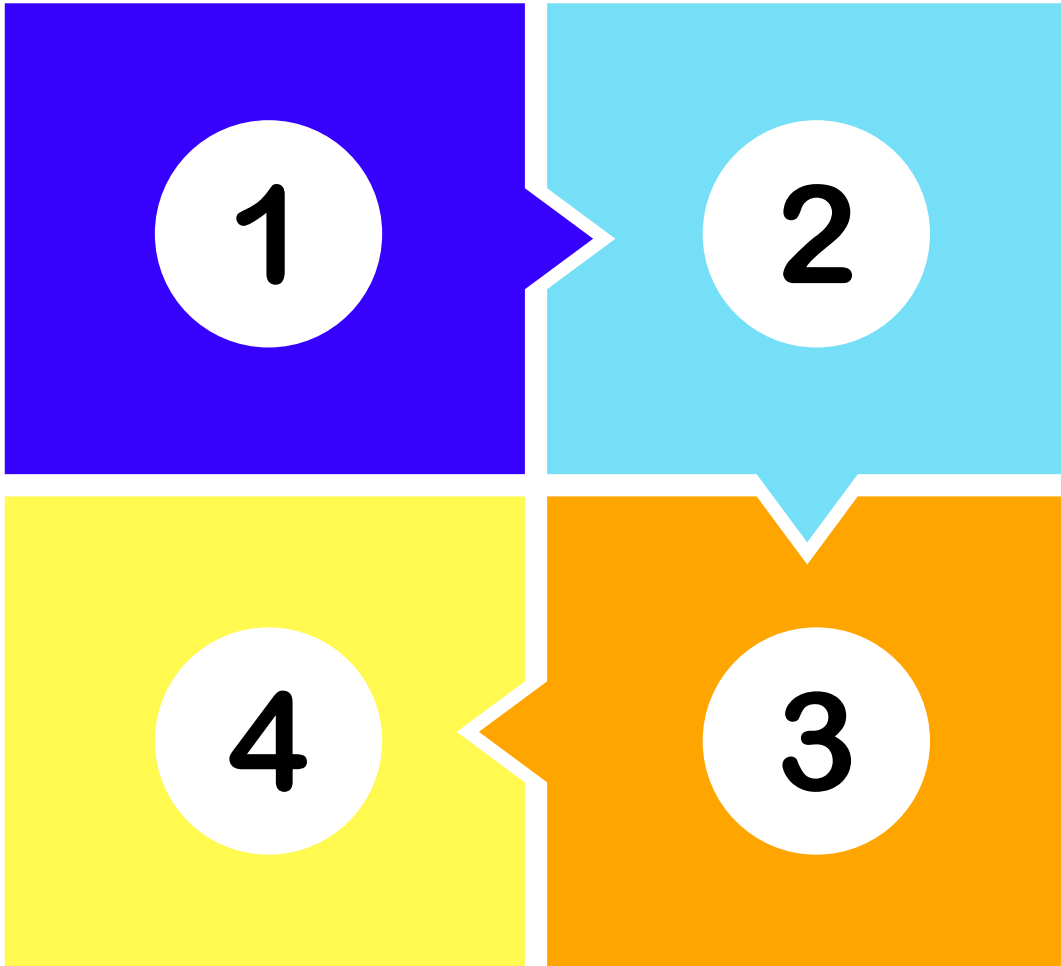
People are afraid of being ridiculed

People personalize change and may feel alone in the process

Four Steps to Positive Change

5

Participant
Guide



1. Build the Case

2. Drive Commitment

- Align Key Stakeholders
- Connect with the Affected

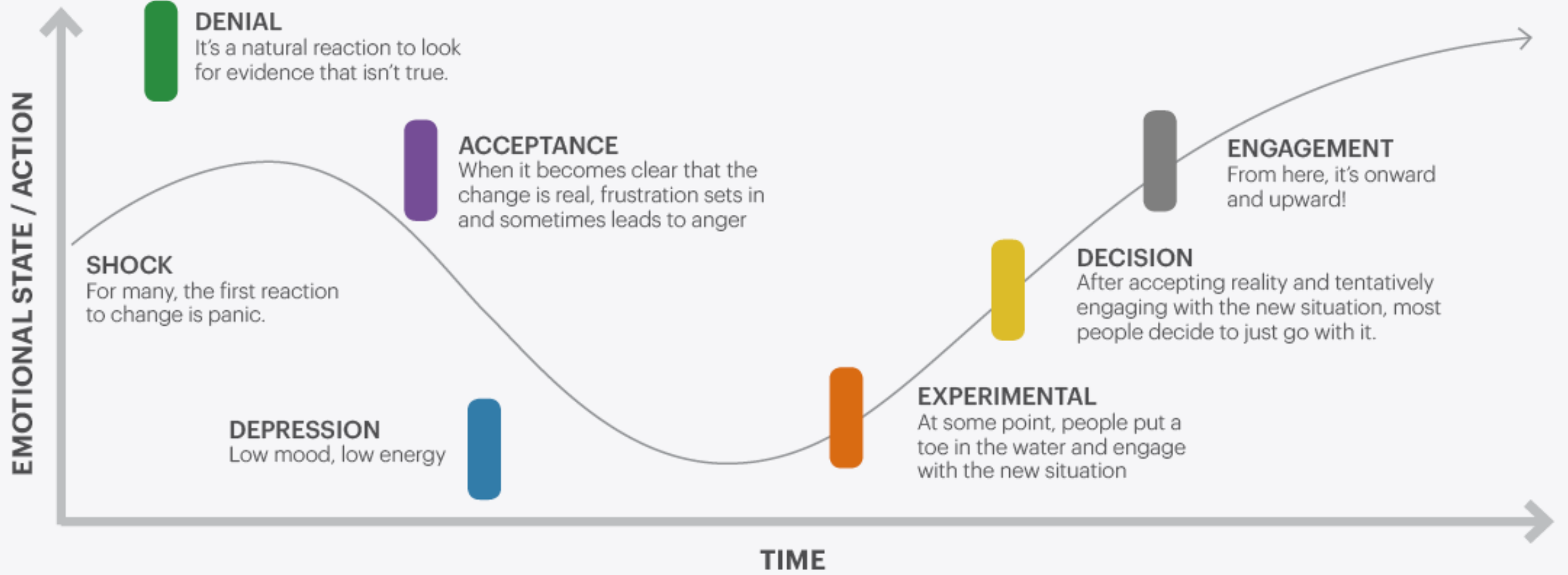
3. Develop the Plan

4. Execute and Learn

STAGE 1: ENDINGS

STAGE 2: TRANSITIONS

STAGE 3: NEW BEGINNINGS



Clarity

Empathy

Motivation

Capability

Knowledge

THE KEYS TO ENGAGEMENT

Change Formula

6

Participant
Guide

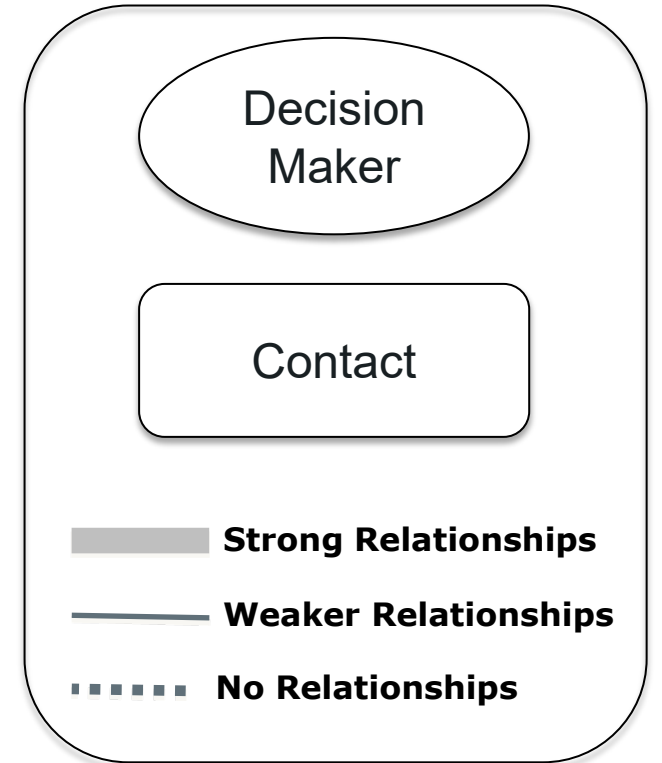
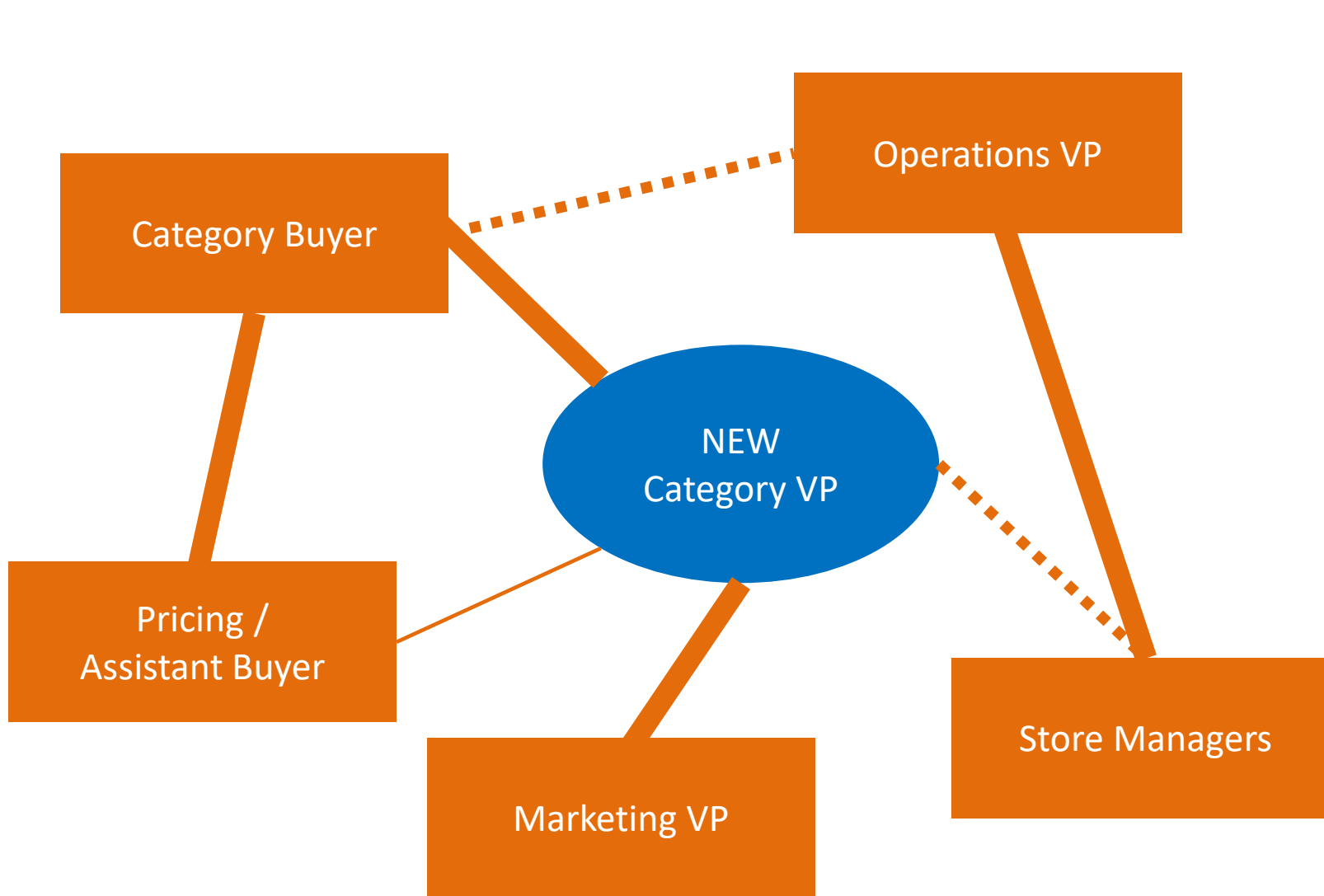


Motivation > Energy = Change

or

Motivation ≤ Energy ≠ Change

Influence Plan: Giant Carlisle



Do you know?

- Decision Role
- Current Stance
- Motivation
- Thinking Style
- Driving / Restraining Forces

10 Ways Accelerate Assimilation

1. Immediate **Outreach**
2. **Introduction** Meeting
3. Leverage **Common Ground**
4. **Provide Value** from the Start
5. **Listen and Adapt**
6. Continuity **Briefing**
7. **Personalized** Communication
8. Establish **Regular** Check-ins
9. Facilitate Warm **Handoffs**
10. Express **Flexibility**



What's Your **ONE THING**?





**Clients do not
come first.
Employees come
first. If you take
care of your
employees, they
will take care of
the clients.**

~Sir Richard Branson



THANK YOU

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