

# 3 Exercises to become an even better project or change leader.



**PROJECT LEADER.**

[www.projectleader.net](http://www.projectleader.net)

# 1. Listen

Did you know that only 2% of professionals have had formal training on how to listen? [Forbes].

By taking the time to work on your listening you'll be taking a big step to being a better leader.

*Listening - the first competence of leadership.*

- Peter Drucker

**It's good to be aware of the different levels of listening:**



It's easy to stick at Level 3 listening and think we're good listeners.



But to become a master listener - to be a better leader, build fuller relationships, help those around you and expand your followership - you need to reach 'higher-order' - Level 4 and Level 5 listening.

## Some characteristics of good, higher-order listening include:

Being neutral and non-judgemental.

Being patient - not feeling like you need to fill the silence.

Being aware of verbal & non-verbal feedback.

Reflecting back on what's being said.

Asking great questions.

Clarifying.

Summarising.

### Exercise:

This week, try to be more aware of the different levels of listening and recognise which level you are operating at, at any one time.

Practise higher-order listening characteristics at your next one-to-one meeting and see what happens.

When you are listening to somebody, completely, attentively, then you are listening not only to the words, but also to the feeling of what is being conveyed, to the whole of it, not part of it.

- Jiddu Krishnamurti

*Nothing I say this day will teach me anything. So if I'm going to learn, I must do it by listening.*

- Larry King



## 2. Ask Great Questions

Intertwined with great listening comes your ability to ask great questions.

Great questions; show insightfulness, show that you care, spur progress, ask stretching things, encourage reflection ...

... whether you're speaking one-to-one with someone, or within a group, you're ability to ask great questions will be crucial to build a followership.

### What makes great questions?

You can start by following 3 simple rules.  
Great questions:

1. Focus on something that matters.
2. Invite careful thought.
3. Give people room to respond.

In the old economy, it was all about having the answers. But in today's dynamic, lean economy, it's more about asking the right questions.

- Eric Ries



### Exercise:

Before your next one-to-one meeting, pre-consider some great questions using the 3 simple rules above. Use them and see what happens.



### 3. Shake Things Up

It's a common misconception that to change behaviours in your team, you focus on encouraging behavioural change - you 'ask' people to behave differently. (Sometimes 'asking' can involve long internal communication campaigns).

The reality is that behaviours change as a result of adopting different actions and approaches:

- Change Structure.**
- Change Process.**
- Change Systems.**
- Change Targets.**



**... to change behaviours.**

Even small changes can have substantial impact, if chosen well and used with skill.

#### **Exercise:**

Take a little time to consider which behaviours you are looking to change or embed.

What levers for change are available to you? (Like the 4 above; structure, process, systems, targets).

In a team setting, simple things like embedding new traditions and rituals may help (such as how and where you hold your meetings, or the order of agenda items.)

You can use a similar approach - adopting different targets, or changing the structure of your day, to change your own behaviours too.

# Project Leader was created to help you:

1. Become an even better project or change leader.
2. Build a high-performing team.
3. Achieve the mission & vision your project or change is promising.

You can be a proactive leader and book a 15-minute Microsoft Teams call - click the link below or use the QR code to claim your call:

<https://calendly.com/projectleader/15min>



## If you book a call you'll get:

- Further insight on the higher-order skills you need as a leader in projects or change.
- A quick review of any particular leadership challenge you or your team is facing.
- Pointers as to where and what to do next.

Project Leader run programmes that you and your team can join or we can create something special, just for you.

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