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Elevate Your Self Awareness

BY RECOGNIZING YOUR
LEADERSHIP BLIND SPOTS

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Part 1: A Self Awareness Crisis in the Workplace

According to Tasha Eurich, 95% of people think they are self-aware. 10% - 15% actually are. This is one of the great tragedies that exists in our marketplace today.

We all know that enhanced profitability, loyal customers and engaged employees are objectives for every organization. It has also become accepted wisdom that long-term, sustainable profit and growth are derived from customer loyalty. That customer loyalty comes from positive customer experiences. And we know that those experiences are created consistently by engaged employees.

We also know that success in today's complex marketplace is ultimately driven by exceptional leadership, where leaders from the top level to the front line appreciate the importance of each individual employee, putting in place systems and creating a culture that delivers a remarkable employee experience.

With that in mind, let's dive into these recent studies:

1. In the "State of the American Workforce Report" released by Gallup in 2017, only 13% strongly agree that leadership of the company communicates effectively with the rest of the organization.
2. In another study, only 23% say that their leaders, overall, are effective (Ketchum Leadership Communication Monitor, 2016).

Statistics like that leave thoughtful leadership teams asking us about our blind spots. Every human has a physical blind spot, a point in our field of vision for each eye that we simply cannot see. And based on the data above, it is clear that we, as leaders, have leadership blind spots, too.

Part 2: Evidence of Leadership Blind Spots

According to another study by Gallup (2017), just 15% said their leaders make them enthusiastic about the future. This is a problem that we must address! Here a few common blind spots in leadership teams today:

Blind Spot #1: Consistent Recognition Systems

Hopefully, we are past the idea that their paycheck is the “thank you” note. Leaders today should understand the importance of relational capital and consistently showcase their appreciation for their employees. Yet, almost 40% of the employees we studied said their own supervisor makes them feel sincerely appreciated most or all of the time.

Blind Spot #2: Engage with Questions

The first problem is, we don't ask the front-line what they see and how to improve. Then when we do, we don't listen to their feedback. Just 49% of survey respondents said they could confidently expect that when they spoke with their leader, they'd truly listen most or all of the time.

Blind Spot #3: Integrity with Yourself

Everyone thinks they are honest Jane or Truthful Tommy, and most people are probably honest with others (in that they don't intentionally tell lies). But we see the largest gap in the way that people are dishonest with themselves. They don't take ownership of where they are and why they are there. They have an entitlement mindset, rather than a mirror mindset. It's time to stop the diffusion of responsibility, and start taking honest inventory about our current reality.

Execution Items: Where Do We Go From Here?

Summary:

Simply having an awareness of these blind spots may help all of us better see the gap between our actual behavior and our desired behavior, when it comes to getting the best from those who look to us for leadership. Leaders who choose to actively work to identify blind spots in these four areas and learn to overcome them on a personal level have considerable potential to impact the employee experience of those who report to them and interact with them.

When taking inventory, remember that we are usually not objective when assessing our own capabilities. That means we need to ask for candid feedback. The next step is to disrupt your current continuums. We are blind to the things around us when we become set in our regular agendas regarding how we engage others.

We will never completely eliminate our blind spots, they are part of human nature. But through consistent self-reflection combined with focused feedback, we can drive towards becoming the exceptional leaders we want to be, and need to be for those we serve.

What's Next:

We initiate your development process with our proprietary high-value assessments. Our algorithms will provide you with the data you need to help you understand your current competency gaps and proficiency gaps. If you already know you want to engage in minimizing your leadership blindspots, call us at 859.445.4410 and we would be honored to serve you.