

Leadership Perspective: The Renaissance Quality

We listed a variety of desirable qualities for new leaders in your contact centre, including:

Renaissance Person	Hands-on Experience
Overall Strategic View	Track Record
Attitude	Technical Issues
Team Building Skills	Health & Fitness in the Centre
Approach to Time & Money	People Perspective

Today we will look at the Renaissance Person.

The term "Renaissance Person" originated in the 15-16 th centuries and refers to someone who has experienced a cultural or artistic rebirth or revival. The original Renaissance Person led the way out of the Middle Ages into the modern world by sheer determination and courage. They are hopeful and expectant, observant, curious and creative. They are also optimistic in a healthy way, able to recognise the limitations that come from the past, politics, culture and the intellect and instincts of others they lead.

I'm sure you can see without too many more words where this is going. There are definite parallels with the Renaissance Person of yesterday to what is needed so badly in the contact centre of today -- where financial, technical or other "experts" have come to rule our centres, craving control but lacking the balance necessary to achieve sustainable results.

One of the most interesting qualities of this type of person is they do not specialise in one area, preferring to embrace a wide variety of topics. As a "jack-of-all-trades-master-of-none" this type of person lives widely through adventure and the educational experience of each moment, learning quickly from what occurs. They see and form strategies in response to patterns in behaviour, numbers and activities - and sometimes (like in the movie "Working Girl") from most unlikely and unrelated places!

The jack of all trades quality allows this leader to turn their hand at a wide range of tasks with reasonable competence in most. Yet, they recognise and compensate for their lack of depth about a topic by gathering, inspiring, motivating and recognising the masters of trades or experts around them to achieve the vision they paint.

The person to look for holds a mix of education, experience and understanding in operating a contact centre (more on this in a future installment.) They will have sold something in their past (from chocolate bars for a charity to used cars or real estate) - an immeasurably valuable quality in today's corporate world - where persistence and rejection rule.

They will not know all about technology, but they will know enough about the basics, strategy, processes and desired outcomes from technology not to be swayed by something that sounds too good to be true. They will respect the environment and different cultures (ideally they will have traveled overseas) and have a common sense understanding of the financials.

They may have a marketing background with an understanding of strategy, pricing, the true drive of competition (not internal but external) and some business analysis. They will be a vision-painter, goal setter and achiever in any area of life. Most importantly, they will enjoy people and share their observations about people naturally.

[Read about the author, Darlene D. Richard, at www.CallCentreINTEGRITY.com/articles.htm](http://www.CallCentreINTEGRITY.com/articles.htm)