

## What's Different About Leading Today? Transformation

Two questions and a statement:

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| Is it possible that one day dominance by aggression will be replaced by 'dominance by wisdom'?"   |
| "We are faced with the paradoxical fact that education has become one of the chief obstacles to intelligence and freedom of thought. There is a barrier developing between employees and leaders measured by education and/or what they think they know. It's almost like we are forgetting to talk to one another." Bertrand Russell |
| The weakness of the judgment system is that it was never designed for change.   |

This week I spoke at a workshop on "Staff Performance Optimisation" and attended "The First Global Workplace Coaching Summit". At one I had the opportunity to challenge a group of industry leaders and managers to revisit the human side of their business; at the other I was encouraged to learn how leaders around the world are hearing the same challenge through business coaches.

It is estimated that fifty percent of the jobs that will exist in the 21st century haven't even been thought of; but one thing is sure, the majority of the new occupations will be experience and knowledge-based (not just theory-based), fewer positions will be full-time and "motivation" will be preferred over "movement".

The trend to outsource repetitive activities from our day-to-day business combined with the anticipated substantial growth of non-traditional types of workers over full-time positions, will open many unexpected opportunities. Leaders will be more responsible for leading contractors, subject-matter experts, consultants, part-timers, casuals and joint-venture partnerships than ever before.

How will "business relationships" transform in response to these significant changes? How will loyalty, organisational culture and corporate image draw commitment from those more independent workers? And how will this affect the bottom line?

The most successful leaders will be those who enjoy a combination of styles (see the initial installments of this leadership series on leadership styles and how they affect work climate and bring with it increasing success.), are capable and experienced in their area of specialty as well as in their ability to sincerely appreciate and understand their staff's human side.

These "transforming leaders" will be preparing now for a future where their wisdom, rather than their past behaviours, will provide the foundation for their strength, effectiveness and success.

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