

LEADER MOMENTUM

Innovative Learning for Leaders

Manager vs. Leader

MANAGER		LEADER
THOUGHTS		
I am the one with the answers.		How do I coach my team to solve problems?
I don't have the right people because they are not willing to follow my processes.		What are my people's strengths, passions, hope, and dreams?
I try to direct people and drive activities.		I try to coach teams and develop people.
How do I get people to follow my directions?		How do I inspire people to support the vision?
BEHAVIORS		
Tells other people what they know and how to do it.		Asks questions and coaches people to think and arrive at a solution.
Everything requires them for an answer, leading to days full of putting out little fires and never getting their work done.		Coaches people from the beginning to make the right decision, then the team carries the mission forward.
Applies accountability by addressing issues when things go wrong.		Applies accountability by communicating expectations early; takes responsibility when employees do not meet expectations.
Uses breakdown to reinforce rules and processes.		Uses breakdown to listen, understand and improve.
ENVIRONMENTS THEY SUPPORT		
Tells people that they care.		Shows people that they care.
Focuses on creating a culture of profit.		Focuses on creating a culture of care – for employees, customers (which leads to profit!).
Expects employees to create a positive culture.		Takes responsibilities to set a tone for a positive culture from top down.