



HUMAN CENTRED LEADERSHIP



Imagine a leader who is great at inspiring their people, has an uncanny insight into customer desires, and is widely respected as a force for positive change.

Quite a high bar – and not many could measure up to it. But this is the essence of human-centred leadership – someone who really understands the human condition and has the ambition and skills to improve it.



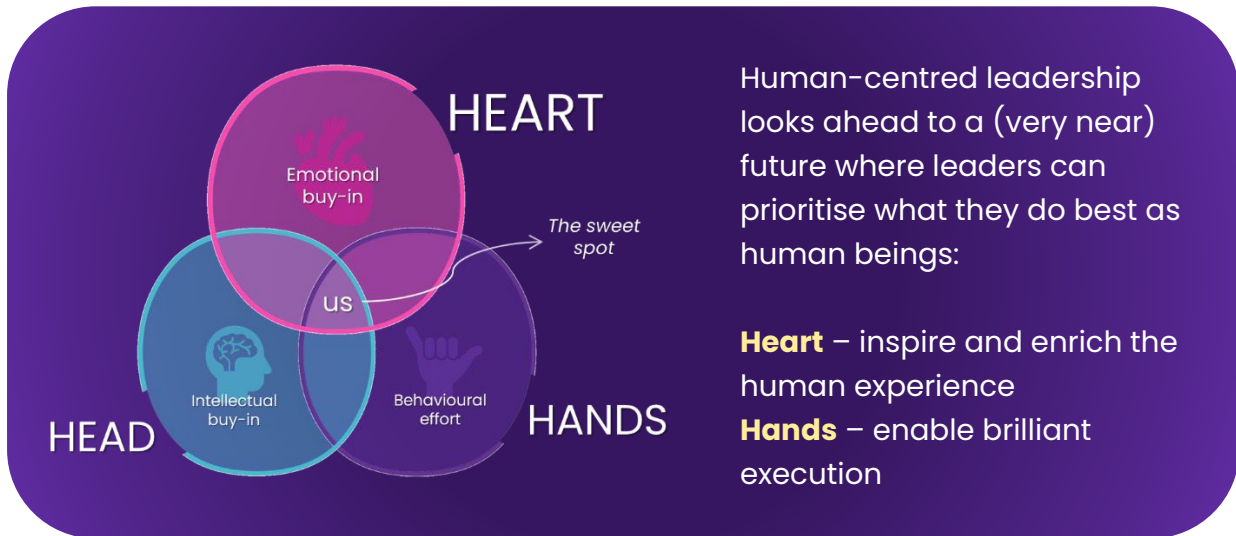
What's the alternative?

OK – let's acknowledge it straight away. Saying that leaders should be “human-centred” risks sounding like a statement of the b*!%@* obvious! However, if you are currently in a leadership role, ask yourself a couple of questions:

- 1) How much of your time do you spend on technical work that could probably be accomplished by a well-trained AI-bot? Tasks like strategic planning, data analysis, decision-making, implementation and reporting
- 2) And how much time are you deliberately dedicating to “human” work such as building rapport, getting agreement, being persuasive or turning around negative attitudes.



For most contemporary leaders the answer is “I have to do everything!”, perhaps with the tacit acknowledgement that this is not a sustainable position.



What makes a human-centred leader?

According to Gartner’s 2022 global leadership survey, the top three human leadership qualities are:

Authenticity	acting with genuine purpose and allowing true self-expression
Empathy	showing genuine care for employees' well-being
Flexibility	being willing to adapt working structures to meet employees' unique needs

“Human-centred leaders know that life is fluid and that every day can bring with it new challenges, tragedies, successes and more.

Staff are exposed to elements in and out of the work arena that can influence their motivation, energy, productivity and overall state of mind.

These things matter and human-centred leaders know the importance of flexibility and fluidity.”



Jim Collins, author of **Good to Great**

Why you should take this seriously

“Employees are feeling stressed out, and a principal reason for this is a seemingly endless stream of transformations and change initiatives.”

Leadership Fitness, Harvard Business Review, 2024

In 2023, the US research giant PEW carried out a worldwide study into employee attitudes about their work environments. The results shows that:

Employees would leave their jobs for one that:

1. Better supports their **well-being (79%)**

2. Gives them more control over **when they work (72%)**

3. Better supports their **professional growth and development (69%)**

4. Allows them to do more **meaningful work (68%)**

5. Lets them have more control over **where they work (66%)**

...all features of a human-centred organisation.





What human-centred leaders do

Here is Jim Collins' list of characteristics epitomised by human-centred leaders:

- They believe that all employees can grow through experience and education
- They exercise great empathy on a daily basis
- They own their mistakes and are quick to forgive the mistakes of others
- They exhibit a real interest and curiosity in their people and believe in them
- Human-centred leaders are great active listeners
- They treat every day as a new start for everyone
- They empower people to do their best which leads to trust
- Human-centred leaders are transparent and vulnerable
- They want honest feedback and are not afraid to challenge the status quo
- They encourage their people to engage in continuous learning and are themselves life-long learners
- They appreciate diversity at many levels and leverage it to open up opportunities
- Human-centred leaders never stop thanking people

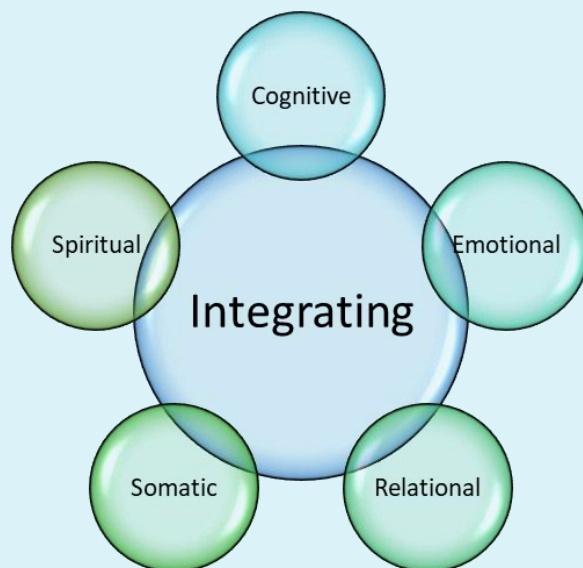
The road to human-centred leadership

Yes, to be that inspirational, insightful, legacy-building leader is a sizeable ask. But every leader is already somewhere on that road.

A great place to start is with your strengths – what are the things you do naturally well, that will provide your springboard for transformative human impact?

Use a robust and multi-dimensional framework, like the Integrated Leadership model shown here, to understand what you currently offer to the people you lead, serve and work with...

...and where you most need to grow.

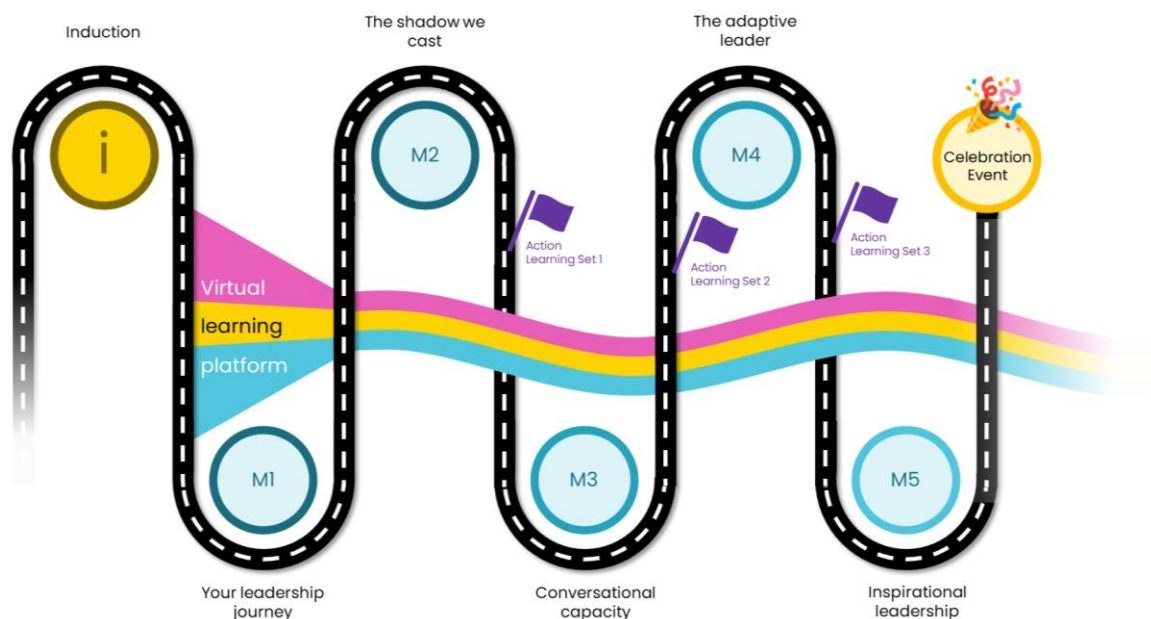


A typical Human-Centred Leadership programme

We work closely with our clients to build and tailor development programmes to their context and cultural ambition.

So no two programmes are exactly the same.

However, for illustrative purposes, here is an example of a programme combining many of the elements we recommend for a high impact, game changing impact.



Leadership at all levels

We design and deliver bespoke programmes for leadership groups of every kind:

- Boards and senior leadership teams
- The squeezed middle
- Expert and technical leaders
- First line managers and team leaders
- Aspiring leaders and high potentials

High impact delivery mechanisms

26 years as a learning provider has taught us a great deal about which learning methods stir the most enduring and profound transformation.

The mechanisms we choose are calculated to maximise insight and inspire positive action, offering full value for the precious time invested.

Among our signature methodologies are:

Leadership insight – we favour strengths-based instruments, and assessments which surface the inherent contradictions leaders have to reconcile

Breakthrough goals – our programmes enable every learner to realise a breakthrough in one critical aspect of their leadership impact

Practice-based learning – our sessions are theory-lite, emphasising behavioural development through the use of simulations, scenarios and role-play with professional actors

Action-learning – providing a structure for collaborative learning around real, complex leadership challenges

Peer coaching – the most intuitive and accessible form of coaching, tapping into the power of lateral connections

Virtual learning hub – every learner has access to an extensive array of learning resource via our Promote platform, which has also acts as social hub and engagement tracker

Get in touch

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