

The Eagle's Nest

By Philip J. Lawson, J.D.

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What Every Leader Should Know About People

Philip J. Lawson, J.D.

Dr. John C. Maxwell

Part I: Leading an Organization is About 95% People and About 5% Organization

You will remember in the first Eagle's Nest article, we pointed out that leadership is influence, nothing more, nothing less – the ability to get others to follow you voluntarily. In today's world, whether it is your spouse, your children, or your employees or team members, **long-term**, you cannot make anyone do anything.

Opening Thoughts:

1. **A good leader can lead many different organizations.**
2. **People are an organization's most appreciable asset.**

"You can take my factories, burn up my buildings, but give me my people and I'll build the business right back again." - Henry Ford

3. **A leader's most important asset is people skills.**

Compare this to No. 2. It is your ability to get along with the people who are the most important asset the business has. Really good leaders have good people skills.

Success is 87% people knowledge and 13% service or product knowledge.

4. **You can have people skills and NOT be a good leader, but you CANNOT be a good leader without people skills.**

THREE TRAITS OF EXCELLENT LEADERS:

1. **The Leader's Head – A knowledge of people.**
2. **The Leader's Heart – A heart for people.**
3. **The Leader's Hand – The ability to help people.**

WHAT EVERY LEADER SHOULD KNOW ABOUT PEOPLE:

1. **People are insecure.**

Give them confidence.

Confidence – that uplifting feeling you have before you truly understand the situation.

What I know about people:

- (1) Most people are insecure.
- (2) Most insecure people look for security.
- (3) A secure atmosphere is provided by secure and confident people.

Well-known statement:

“You never know what you can do until you try.”

Lesser-known statement:

“You never try until you know what you can do.”

2. People like to feel special.

Sincerely compliment them.

The highest compliment a leader can receive is one given by his people. The highest compliment the people can receive is one given to them by their leader. **“One compliment can keep me going for a whole month.”** *Mark Twain*

Comments on compliments:

- (1) They should be sincere.
- (2) Start with your family.
- (3) Look for good qualities in people.
- (4) General compliments make people feel good.
- (5) Specific compliments help people to grow.

The Three Levels of Compliments:

- (1) Compliment personally.
- (2) Compliment a person in front of their friends.
- (3) Read a written compliment of a person in front of their friends, then hand the written compliment to them in person.

3. People look for a better tomorrow...

Show them hope.

Everyone lives for something better to come.

“Hope is the feeling you have that the feeling you have isn’t permanent.”

What does hope do for mankind?

- Hope shines brightest when the hour is darkest.
- Hope motivates when discouragement comes.

- Hope energizes when the body is tired.
- Hope sweetens while the bitterness bites.
- Hope sings when all melodies are gone.
- Hope believes when the evidence is eliminated.
- Hope listens for answers when no one is talking.
- Hope climbs over obstacles when no one is helping.
- Hope endures hardship when no one is caring.
- Hope smiles confidently when no one is laughing.
- Hope reaches for answers when no one is asking.
- Hope presses toward victory when no one is encouraging.
- Hope dares to give when no one is sharing.
- Hope brings the victory when no one is winning.

John Maxwell, Think On These Things

4. People need to be understood...

Listen to them.

“Listen to the whispers and you won’t have to hear the screams.”

Cherokee Saying

Five Levels of Influence:

- (1) People follow because they have to.
- (2) People follow you because they want to.
- (3) Results – People follow because of what you have done for the organization.
- (4) Reproduction – People follow because of what you have done for them personally.
- (5) Respect – People follow because of all the things above.

Ten Things I Need to Know About You to Understand You:

1. Background
2. Present Context
3. Temperament
4. Gifts
5. Natural Abilities
6. Dreams
7. Hurts
8. Joys
9. Priorities
10. Influences

To understand the mind of a person, look at what he/she has already achieved. To understand the heart of a person, look at what the person aspires yet to do.

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In Part 2 we will share with you six additional things every leader should know about people:

- **People lack direction.**

- **People are selfish.**
- **People get emotionally low.**
- **People want to be associated with success.**
- **People desire meaningful relationships.**
- **People seek models to follow.**

We will conclude by providing a leadership survey which will help you rate yourself on your leadership skills.

In closing, I want to dedicate this column to others who have or will continue to contribute to The Liaison magazine. It's interesting to read the variety of articles and concepts that are being shared. These articles help all of us to grow. If we are to continue growing, we must embrace growth for ourselves and the organization we serve.

Until the next time, **THINK ON THESE THINGS.**

Sincerely,

Philip J. Lawson
