LEVEL TWO — PERMISSION (PART 1)

PEOPLE DON’T CARE HOW MUCH YOU KNOW UNTIL THEY KNOW HOW MUCH YOU CARE.

PART 1 — DEVELOPING RELATIONSHIPS

Making a new friend requires initiative. Keeping a friend requires even more effort and energy. Everyone loves great relationships, but far too few are willing to make the necessary investment to enjoy those great relationships.

Leadership can complicate relationships. Can you be friends with those you lead? Can you enjoy relationships with people you are responsible for? The answer to both questions is yes, but in order for you to do that, you must have well-developed people skills. To gain traction in Level 2 leadership it is essential that you learn the basics of getting along with others. So much so, that they enjoy you and want to be with you because of the positive impact you have on them when you are with them.

The distinctive of level two is that people want to follow you because they like you, and because of that they give you “permission” to lead them. This permission is much more powerful than your job title.

When it comes to relational skill, some of the basics include things as simple as: knowing people’s names, smiling often, saying “thank you” and “I’m sorry,” being kind, complimenting often, not judging or criticizing, being generous, etc. You know all of these—we all do. The question is: if we know them, and they are relatively simple, why are so many inconsistent in exercising these skills? Good leaders practice these skills consistently. This causes work to be fun, which draws people to you rather than driving them away. And that will increase your influence!

When people feel liked, cared for, included, valued, and trusted, they begin to work together with their leader and each other. The workplace becomes more friendly, people begin to like each other and morale improves.

The bottom line is that in order to be a good leader, you must actually like people. If you are an introvert, and people drain you, you can still lead well. But you need time alone to re-energize yourself. If you are an extrovert, you are more naturally energized by people but need to watch that you are not spreading yourself too thin. In both cases, people need to know that you are sincere.
If you seek to learn and develop Level 2 leadership you will experience these benefits:

1. You will understand yourself better. The more you pay attention to people and study human nature, the better you will know yourself which is invaluable as a leader.

2. Work becomes more enjoyable. This is great for morale and increased productivity.

3. Relationships become more rewarding. Accomplishing the organization’s goals is essential, but appreciating the people you work with brings greater depth and meaning to what you do . . . and greater results in the long run.

4. You meet new and interesting people. When you focus on people, you expand your world by building new relationships.

Good leaders who grow and improve in Level 2 leadership demonstrate certain characteristics:

1. They connect at a heart level. All good leadership begins with connection. Be yourself, be authentic, and seek to understand and appreciate others.

2. They are great encouragers. Through your words and actions, make consistent, positive, and uplifting contributions to people’s lives.

3. They listen carefully. When you listen you communicate that you value the person. Listen in order to understand and ask good questions, not merely give answers.

4. They believe the best. Always give the benefit of the doubt and assume the best in every person.

5. They truly care about people. This can’t be manufactured but it can be practiced. Show people you care!
STEPS TO FOLLOW

1. Know your own wiring. Are you an introvert or extrovert? Do you lean more toward people or projects? Are you high energy or lower energy? The better you know yourself the better you will know others.

2. Put people over projects. It’s important to accomplish your goals, but it’s essential to value people. That is the true art of leadership – getting the right things done in the right way through others. And over the long haul, valuing people will pay off with greater capacity to accomplish goals.

3. Ask people to tell you their story. It’s difficult to lead well if you don’t know the people you lead. Something as simple as thirty minutes over a cup of coffee can make a huge difference in how you lead.

4. Work on the basics. Get consistent. Review the examples at the beginning of this material. From knowing people’s names to saying thank you, get good and be consistent at the basics.

5. Be patient and offer grace. We are all under pressure to get things done, but it often takes more time than you think. When people make a mistake, make sure they learn from the mistake, but be understanding.

Choose something you underlined from any of the above material that is important to you. Take a minute to tell everyone what you chose and why it was important to you.

REFLECT AND RESPOND

Choose one of the questions below and share a brief answer with your group.

1. Do you consider yourself a people person? Why or why not?

2. Are you an introvert or extrovert and how do you leverage that toward good relationships?

3. Do you believe people give you “permission” to lead them? Why do you think that?

EVALUATION AND ACTION

Rate yourself compared to the Level 2 leadership principles in this week’s content.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Why did you give yourself this rating?

Who do you know that demonstrates the characteristics of a good Level 2 leader? What do you admire about them?

What specific action can you take immediately that will improve your rating?

What did you do this past week to work on what you learned in the previous roundtable?

Take a minute to share your responses to the self-evaluation section, including the step you will take to improve.

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