

Leaders Are Alarmingly Out of Sync with Their Teams

New hybrid workplaces demand leaders who are connected and caring

55%

Lack compassion
for their people

or

Are out of touch
with their employee's
perceptions



Source: Potential Project

THIS IS A PROBLEM.

Millions are resigning from their jobs, in part due to **employer indifference** and lack of support.

Many people are returning to the office feeling **burned out** and disconnected.

Leaders are the top factor influencing a person's **job satisfaction**.

What's needed now are compassionate leaders who are truly in touch with how they are doing.

WHY COMPASSION IS IMPORTANT



Source: Potential Project

Compassion in leadership creates stronger connections between people. It improves collaboration, raises levels of trust, and enhances loyalty. But it's not enough. When leaders marry compassion with the courage to be transparent and do hard things – what we call wisdom – amazing outcomes happen.

Job satisfaction improves by

86%

Job engagement grows by

53%

Burnout improves by

64%

WHY BEING IN SYNC IS IMPORTANT

Leadership is a relationship in which both sides need to feel understood and connected. When leaders and employees share a common understanding of how things are going, there is a greater meaning in the workplace, team commitment, and higher performance.

To quantify the importance of being in sync,
we asked leaders to rate their level of compassion.
We asked their employees too. Three profiles emerged.
Only one delivers the best outcomes for all.

1 WE LEADER



In this profile, leaders view themselves as compassionate and their employees agree.
There is a shared and accurate understanding of the relationship.
As a result, both sides experience positive outcomes.

For Employees

11% higher job satisfaction

10% higher organizational
commitment

10% lower burnout

(relative to the Me Leader group)

For Leaders

lower burnout 15%

lower intent to quit 6%

higher leadership efficacy 12%

(relative to the You Leader group)



2 ME LEADER

In this profile, leaders overestimate how
compassionate they are and are disconnected
from how their employees really see and
experience their leadership. Employee burnout
is high and job satisfaction is low when they
work with leaders who have a distorted picture
of their leadership.

Source: Potential Project



3 YOU LEADER

In this profile, leaders underestimate how
compassionate they are, rating themselves
less favorably than their employees perceive
them to be. Employees do well with this type
of humble leader, but the leaders can struggle
with burnout and productivity.

Leaders need to be much more honest when evaluating
their strengths and intentional about checking in with their teams.
When there is a shared and accurate understanding of the relationship,
both sides experience positive outcomes.

Find your balance as a leader by following these tips and strategies.

FOR A ME LEADER

TAME THE EGO

Find your balance as a leader by following these tips and strategies. The power that comes with leadership can be fuel for our ego. If ego is mismanaged, our leadership becomes about ourselves rather than about our people. This doesn't make us bad people, just normal human beings seeking recognition, praise, success, or influence.

- When ego rears its head, try remembering that you are not the sole architect of your success.
- Remember all who have supported and guided you along your leadership journey.

FOR A YOU LEADER

CALM YOUR INNER CRITIC

Effective leadership isn't just about serving your teams well; it includes being of service to yourself. However, leaders are often their own worst critic, full of self-judgment and negative self-talk.

- You can counter this with self-compassion and reminders that you are good enough.
- When you can acknowledge that you are doing your best, you can let go on your inner critic and move on

Source: Potential Project



FOR ALL LEADERS

LESS DOING – MORE BEING

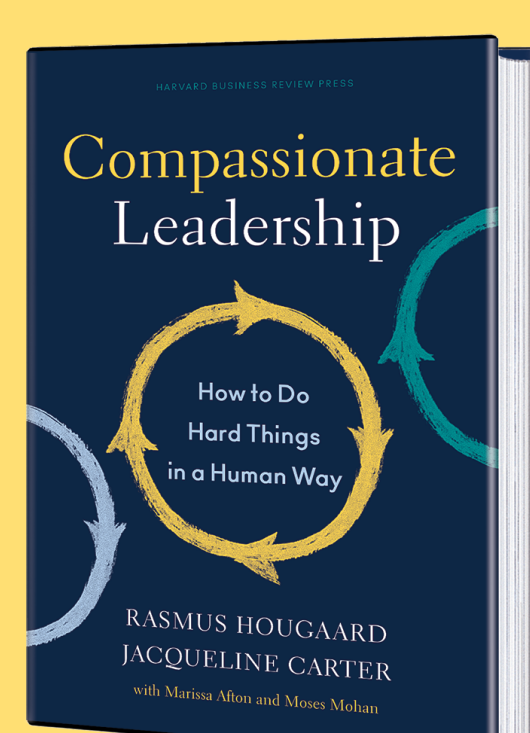
It can be hard to stop doing the things that earned you a senior position. But now your greatest contribution is often your presence. Practicing mindfulness is foundational to mastering presence as a leader. We Leaders are 1.6 times more likely to practice mindfulness on a regular basis.

- Spend less time acting and more time being fully present with your teams.
- When you are mindfully present in a situation, your best traits shine through, and the connectedness with your team multiplies.

GET A (SHARED) REALITY CHECK

With remote, distributed work, it can be hard to get on the same page as your team. Without meeting regularly in person, it's easy to miss body language and subtle nonverbal cues, and it's tempting to deprioritize check-ins.

- Create a "shared reality" with the members of your team by meeting with them for non-work conversation.
- And when you have those moments, make them matter.



Compassionate Leadership: How to Do Hard Things in a Human Way

In stores January 18, 2022

[Order Now](#)