

The Leaders Voice.

Without question the way you communicate as a leader will be one of the key aspects to your lasting success. There are times in your day that a firm sharp message will be needed at other times a quiet less assertive voice will be what is required. Balancing your tone along with your body language must be worked on.

Have you ever witnessed a leader who is calm? What do you notice when that calm leader speaks. We have a global leader here in New Zealand, his name is Mr Greg Foran and he is currently the Chief Executive Officer of Air New Zealand. As I've observed Greg in interviews, no matter the time situation or question Greg shine the very pinnacle of (in control). His leadership voice is steady, articulate, easily understood, plain language and no matter how he may well be feeling inside Greg's words hit a cord with his audience. The last few years the spotlight has been shone brightly on his organisation, and whilst many may have faulted I can only congratulate Greg on his leadership voice. If I reflect as an executive coach and a person who gets to sit alongside w super talented leaders it's that calm, consistent and clear voice that I believe organisations must look to hire when selecting their Chief Executive Officer and also it's leadership team. In a crisis or to that point even when everything is going to plan I feel deeply that those you serve want the three (c)'s calm, consistent and clear.

I worked with a very flamboyant CE last year and she was in her own words a person who should have been on stage. In fact she ran a mid size business and had around 700 staff working for the organisation that she was CEO of. When we completed her 360s and my interviews with her key stakeholders that includes the board her leadership group and a handful of staff, the feedback was clear. When ever she was under pressure her voice would change. Her people new when things were not right, when pressure was on and it wasn't written all over her face but in her voice. She was shocked when we de-briefed her assessment results, for her to carry on her communication skills needed to be worked on. So over a period of 7 months she and I worked in her leadership communication. We worked on how she communicated in her one-on-ones. How she communicated in the board room and at various presentations. We also put her into situations of pressure (limited time to rehearse). I liken that to imagining you are a member of parliament and you have just stepped out of an important meeting onky to be greeted with a member of the media with their TV crew standing next to them. The lights go on the microphone is shoved into your face and one of those questions from left field comes your way (oh and you are informed you are live in the 6 o'clock news) WHAT DO YOU DO. To me that's the ultimate pressure of communication.

We all have various voices. I know myself I have one for the kids when they are being little shits, I have one for answering the phone and differently have one when sitting around with close friends. But let's go back to the title of todays daily blog The Leaders Voice. How are you showing up to your people to those you serve. Does your voice shine brightly with the 3 (C)s or is it something different?

Your job is not to change but to be aware. Aware of how you are communicating at various times of your business day in various situations and ask yourself. Is my Leaders Voice Authentic?.

Enjoy the art of learning and keep sharing your wisdom with others. The world needs you and we will all be better of for it

Nick x