

Next Generation Leadership:

Compassionate & Curious
Communication

Presented by Eric Moore



**What attracts you
to consulting?**

- Financial
- Flexibility
- Fun

**What attracts
clients to you?**

- Experience
- Expertise
- Engagement

Engagement = Leadership

The State of Leadership:

High demand



Low supply



LinkedIn comments on leadership:



Danielle Farage • 1st

LinkedIn Top Voice for Gen Z // Work Fu
9mo • 🔒

Hiring is broken.

A friend of mine recently went through 8 rounds of interviews and they're not right for the role.



Devendra Varma • 3rd+

Head of SAP and Commercial Applicatio
6d • 🔒

Generation Z... seriously? 🙄

"Leadership is not about dividing people, it's about



Tim Denning

@timcdenning



Imagine if we were taught that getting fired wasn't failure but redirection.

nd

Supporting women in...

+ Follow ...

... your team... it's about understanding how you
... about building trust between yourself and

Information SME | CX & ...

+ Follow ...

#layoffs within the tech space, it makes me

... turn their gaze to leadership and assess if they
... understand that sometimes circumstances are
... there seems to be a lack of strategy, planning,
... of scalability within the C-Suites of many

... companies who are affecting peoples lives in major way. Bad leadership + lean resources doesn't sound like a winning strategy to me.

Thought Leaders on Leadership



Brené Brown



Julia Galef



Adam Grant



Simon Sinek



EMPATHY

Thought Leaders on Leadership

EMPATHY



Cognitive



Emotional



Compassionate

Thought Leaders on Leadership

EMPATHY

1

Cognitive

You understand a perspective w/o physical feeling or emotion.

2

Emotional

You've either experienced a similar situation or feel the emotion physically.

3

Compassionate

You not only understand and feel the other but are also compelled to help.

Leadership is creating a **balance between cognitive & emotional empathy** to act without becoming overwhelmed with feeling or jumping into a problem-solving process.

Putting empathy to work

Real-World Empathy[®]

1. The Language of Work
2. The Language of Life

The Language of Work

The Language of Work: Design Thinking

- John E. Arnold
- Arcturus IV empathy case study
- The birth of design thinking

Learn more about the Arcturus IV case study:

https://en.wikipedia.org/wiki/John_E._Arnold#The_Arcturus_IV_case_study_in_creative_engineering



Real-World[©] Design Thinking Model



Seeing

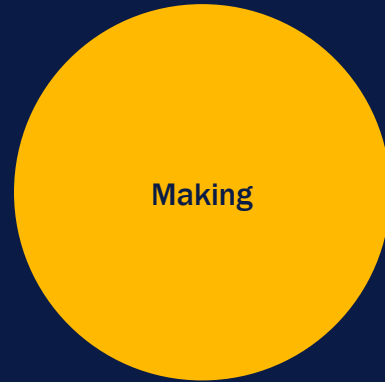
Understanding

Making

Storytelling



Empathy-based research



Ideation & Design



Analyzing research



Pitching & Marketing

The Language of Work: Design Thinking



Junk Food → Fun for You Food

Healthy Food → Good for You Food

Learn more about the PepsiCo case study:

<https://hbr.org/2015/09/how-indra-nooyi-turned-design-thinking-into-strategy>

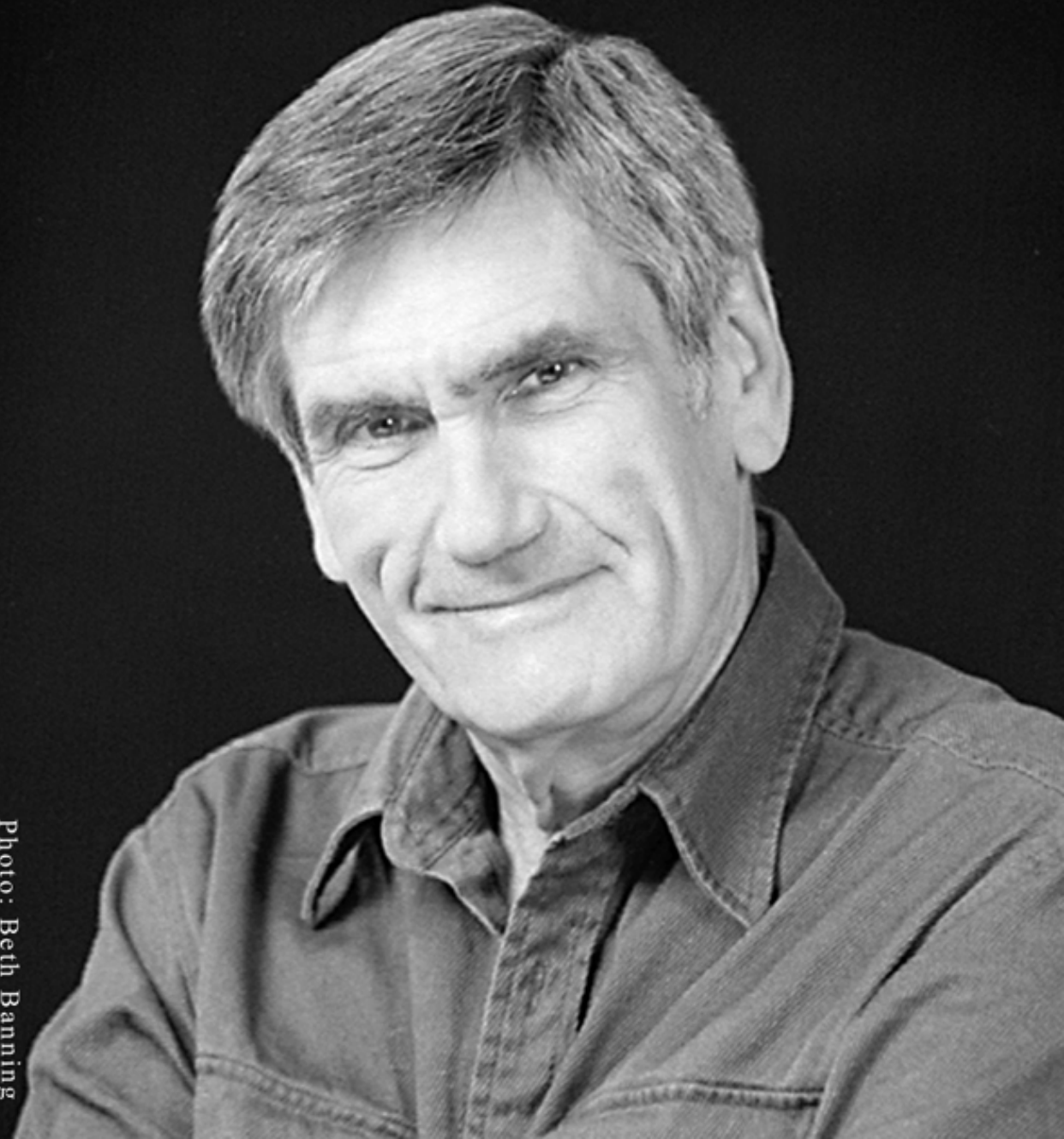
Design thinking is a **collaborative** framework and mindset that uses **empathy** and the designer's toolkit toward **problem-solving**.

The Language of Life

The Language of Life: Nonviolent Communication

- Marshall Rosenberg, Ph.D.
- Mediation and communication training for 1960s era school integrations
- Middle east negotiations
- Warring tribes conflict resolutions

Photo: Beth Banning



The Language of Life: Nonviolent Communication

1

Observations

2

Feelings

3

Needs

4

Requests

1

Observations

BEFORE

Janelle, is so lazy and that's why your work is always late.

1

Observations

AFTER

*For the **past two projects**, I've noticed
Janelle's work has been **late**.*

2

Feelings

BEFORE

Janelle, I feel like you're lazy because your work is always late.

You can't feel laziness, this is an assessment of someone's abilities.

2

Feelings

AFTER

*Janelle, for the past two projects, I've noticed your work has been late and **I am worried** about your progress.*

In this example, the sender is expressing their own feeling (worry) and not an assessment of Janelle's work ethic.

3

Needs

BEFORE

*I am upset by your recent late work, Janelle.
How embarrassing for the team.*

In this example, the sender isn't expressing a clear need. Sure, it could be about turning the work in on time, or it could be about supporting the team. These two expressions may not address the same needs for the sender.

AFTER

Janelle, for the past two projects, I've noticed your work has been late and I am worried about your progress. It's important to me that our team members grow and flourish.

In this example, the sender is expressing a clear need to help Janelle grow and flourish, not just scold her for late work.

4

Requests

BEFORE

Janelle, you better turn your work on time or we're going to have a problem.

4

Requests

AFTER

Janelle, please let me know at least a week in advance if you are unable to turn in your work. I will see what I can do to help you.

Janelle's side of the story:

1. *You're right, I have been late recently. I've had multiple IT issues and access restrictions that coincided with the delivery of those projects.*
2. *Thank you for bringing your concern to my attention. It's good to hear you want me to grow and flourish.*
3. *I want to grow and to help the team.*
4. *I will do better to communicate ahead of time more frequently.*

The Language of Work:
Design Thinking



The Language of Life:
Nonviolent Communication



**Next
Generation
Leadership**

Next Steps:

- Listen to the conversation:
 - The Futur Podcast: 2-part series
 1. Design Thinking Defined <https://thefutur.com/content/know-your-audience>
 2. Design Thinking is not Bulls*t <https://thefutur.com/content/what-is-design-thinking>
- Read the book:
 - [The Design Thinking Guidebook by Eric Moore](#)
 - [The Scout Mindset by Julia Galef](#)
- Free resources
 - Design Thinking Real-World[©] Guide: <https://thedesigntinker.org/rwdtguide>
 - Nonviolent Communication Guide: <https://thedesigntinker.org/nvc-guide-resource>