



Secret #2: Lead by Listening

Tips from
Stress Expert, Carole Spiers

Introduction - Secret #2: How to Lead by Listening



Are your employees showing signs they're disengaged or demotivated, like not delivering on their promises or not engaging in conversation?

There's a good chance they don't feel seen or listened to. Well, fortunately, there are some simple no-cost solutions that will significantly increase team performance.

Action 1 (Make time):

How can you tell if stress is the underlying issue?

The main secret to building an enjoyable and profitable working relationship is taking time to listen and getting to know your team. Being seen and appreciated are two of the greatest motivators. When you understand who they are as a person and not just an employee, you'll be able to explain to them how they fit into the bigger picture, which will bolster their confidence and increase performance.

Action 2 (Walk-the- talk):

Your people will have an in-built sensor for authenticity. It's no good just paying lip service to employee satisfaction. To build loyalty, you need to be genuinely interested in them as human beings and let them know they can talk to you. By winning their trust and support, you'll gain valuable insights into how your team works.

Action 3 (Get training):

Communication is a two-way street, and a skill that every leader must master. Ask yourself, how strong is your emotional intelligence? If managing people is a challenge for you, recognise that you may need training to develop a listening skillset. Knowing exactly which questions to ask at the right time and how to respond will give you a distinct leadership advantage.

These are my 3 top actions for developing your listening skills.

If you'd like to know how to generate healthier profits, then read the next eBook in this series.



The Author: Carole Spiers

FPSA, FISMA, MIHPE
The Carole Spiers Group, London

Leading Authority on Work Stress and Change Management

Carole is an internationally acclaimed, Motivational Speaker who shapes attitudes and alters mindsets. An industry expert on stress in the UK and the Middle East for senior Executives who need to perform well under pressure, Carole shows leaders how to communicate effectively; build resilience and reduce stress, so that they and their teams can respond successfully to the everyday challenges of management.

As CEO of an international Stress and Wellbeing consultancy, Carole is author of *Show Stress Who's Boss!* and *Tolley's Managing Stress in the Workplace*, commissioned by Lexis-Nexis. As a popular BBC guest broadcaster, she is the media's first choice for comment on work-related stress.

Carole's focus is on developing a healthy workplace culture through the successful management of stress and organisational change – all of which is underpinned by a compelling philosophy reinforced by her own experience as an Expert Witness before the UK Courts.

Carole is a Fellow and Past President of the Professional Speaking Association, London. She is currently Chair of International Stress Management Association (ISMA)UK, (a charity and professional association) and founder of National Stress Awareness Day. The objectives of ISMA is to reduce the stigma associated with stress and mental health.

Carole is UK-based, but is regularly contracted to speak in the Middle East and Europe. A biography of Carole can be found on Wikipedia https://en.wikipedia.org/wiki/Carole_Spiers

Carole Spiers Group (London)
International Stress Management & Wellbeing Consultancy
Tel: + 44 (0) 20 8954 1593 (London office)
Email: info@carolespiersgroup.co.uk