



THE EVEREST *Leadership Academy*

Critical Leadership Skills

The Ken Blanchard Companies

www.everestla.org



Key Traits That Can Make or Break Today's Leaders

The ability to communicate – most important

- Regarding roles, goals, expectations, specific behaviors

Effective people management – second most important

- Direction, support, and valuing employee input

Empathy and EQ – third most important

- To seek to understand, build rapport and trust



What is the Biggest Mistake Leaders Make?

- Inappropriate use of communication / listening 41%
- Under-or oversupervising, delegating, or directing 27%
- Lack of management skills 14%
- Lack of support / inappropriate support 12%
- Lack of accountability 5%



What is the Most Critical skill a Leader Can Possess?

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|-------------------------------|-----|
| ▪ Communication / listening | 43% |
| ▪ Effective management skills | 17% |
| ▪ EQ and empathy | 15% |
| ▪ Values and integrity | 8% |
| ▪ Vision | 6% |
| ▪ Empowerment | 6% |



What Are The Top Five Things That Leaders Most Often Fail To Do When Working With Others?

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| 1. Failing to provide appropriate feedback | 82% |
| 2. Failing to listen to or involve others in the process | 81% |
| 3. Failing to use appropriate leadership style | 76% |
| 4. Failing to set clear goals and objectives | 76% |
| 5. Failing to train and develop their people | 59% |