

# 2003/2004 Leadership Series<sup>®</sup>

Carol Kinsey Goman, Ph.D. April 21, 2004 • 8:30 - 11:30 a.m.

## Leadership Is Collaboration



The potential of an organization lies within each individual and within the connections between individuals. In an information economy, success increasingly requires sharing knowledge, utilizing best practices, and building relationships of trust and mutual respect. With information that is relevant and fresh, Carol Kinsey Goman brings a dynamic presence and an incredible ability to connect with the audience. Combining a mix of research, anecdotes and audience involvement, Carol will challenge you with strategies that are original and practical.

### SPEAKER BACKGROUND

- Founder of Kinsey Consulting Services
- Clients number more than 90 organizations spanning 19 countries
- Published more than 100 articles and 9 books including:
  - *Ghost Story: A Modern Business Fable*

### LEADERSHIP COMPETENCIES

Gain skills and enhance the following capabilities:

#### PEOPLE LEADERSHIP

- Interpersonal Skills: Build rapport well. Use diplomacy and tact. Build constructive and effective relationships. Seen as a team player and cooperative. Encourage collaboration. Is sensitive to how organizations and people function.
- Understanding Others: Understand why groups do what they do. Read groups well. Understand the group in terms of positions, intentions, needs, values, and motivation.

#### PROBLEM SOLVING ORIENTATION

- Conflict Management: Good at focused listening. Can hammer out tough agreements and settle differences equitably. Find common ground and gain cooperation. Seen as balanced despite the conflicting demands of the situation.
- Decision Quality: Avoid jumping to decisions based on prejudices, historical solutions, or narrow perspectives. Probe all fruitful sources for answers. Look for the obvious and doesn't stop at the first answers.

#### COMMUNICATION

- Informing: Provide the information people need to know to do their jobs and to feel good about being a member of the team or organization. Provide individuals information so that they can make accurate decisions. Is timely with information.