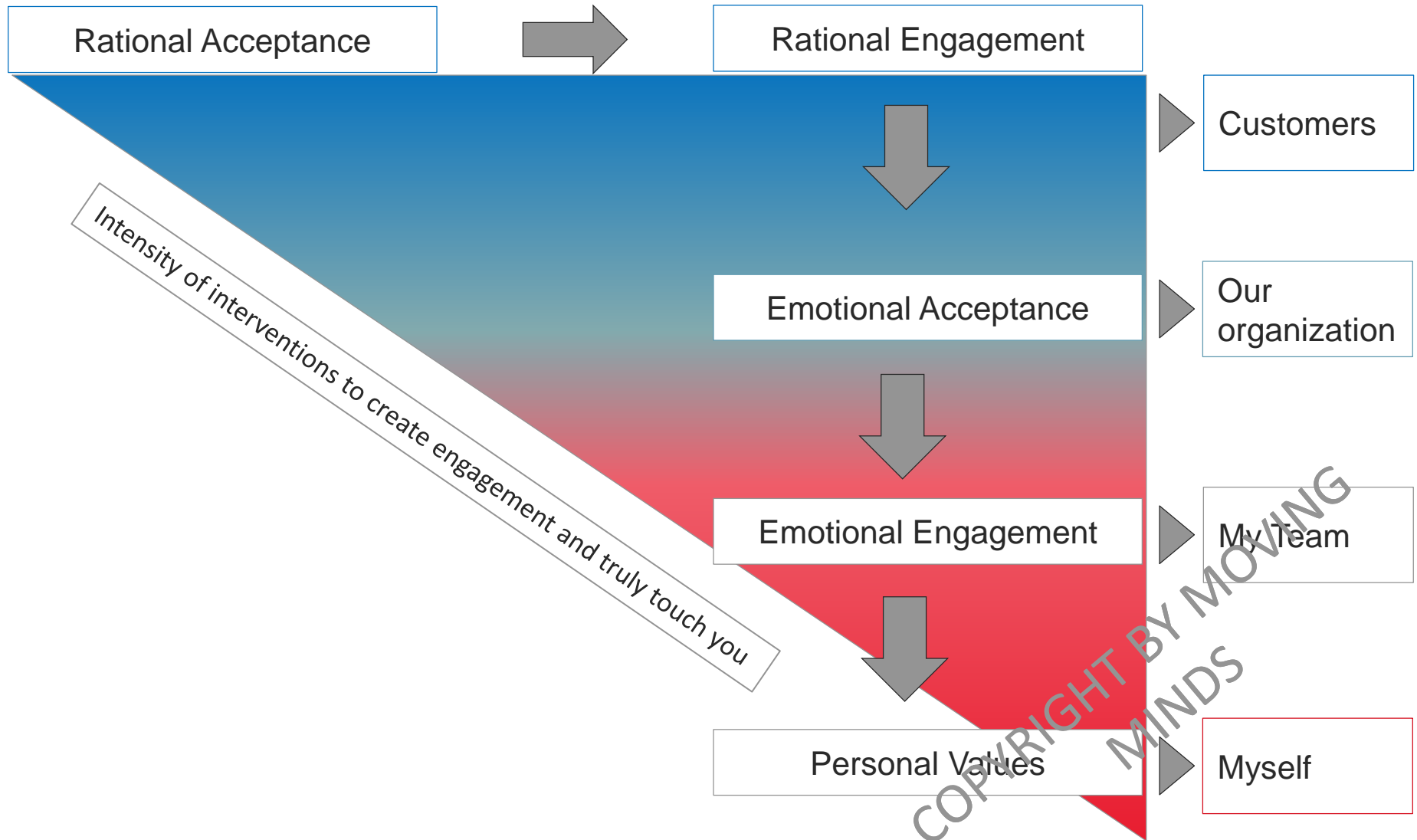


Head, Heart & Guts Model

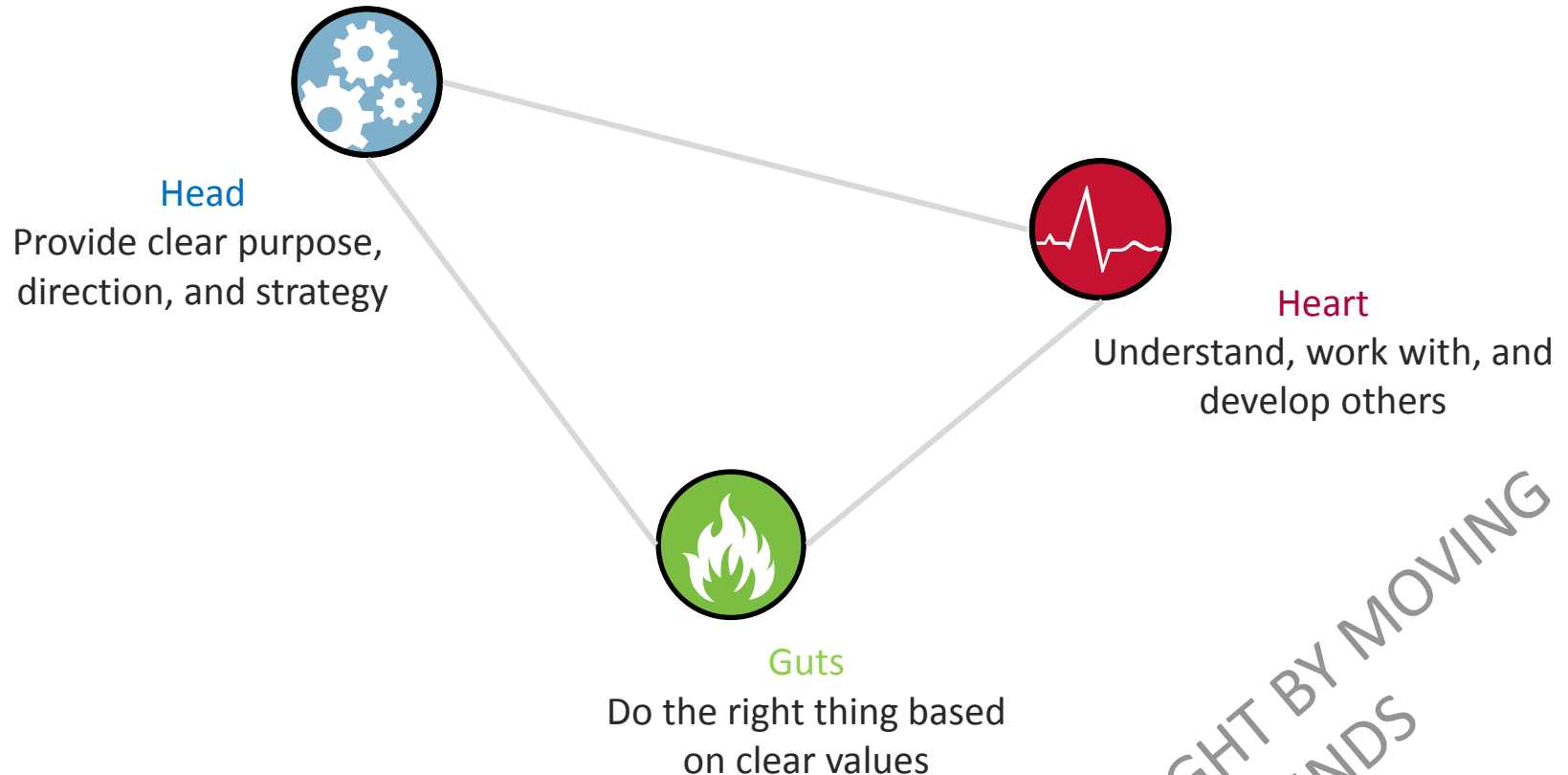
Introduction of the Head, Heart & Guts Model

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From rational acceptance to personal values

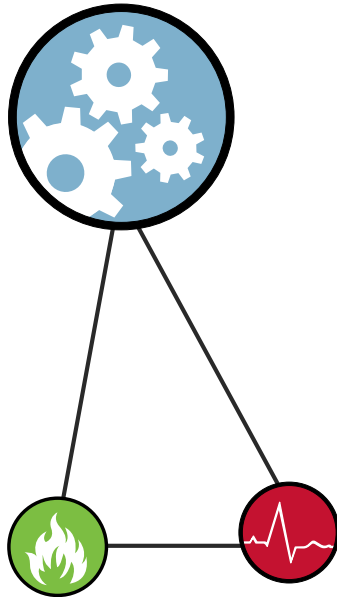


Today's successful business leader must be a whole leader – What do you rely on most or least?



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Most organizations are one-dimensional



- ❑ Companies appear to have the greatest supply of leaders who are **strategic, analytical, and purposeful** arguments, consistent logic
- ❑ In shortest supply are leaders who have **emotional intelligence** and can **develop talent**,
- ❑ ...and who have **clear values** and the **courage to do the right thing**

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Use your Head: Provide clear purpose, direction, and strategy

- ❑ Rethink the way things are done:
Effective leaders break old paradigms and change mental models
- ❑ Develop and articulate a point of view:
A strongly held belief system can serve as an anchor and driver of leadership behavior
- ❑ Balance strategic and operational thinking:
Execution is the key to success
- ❑ Think like a customer:
The customer experience is the next competitive battleground

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Act with Guts: Do the right thing based on clear values

- ❑ Act with unyielding integrity.
More difficult and more necessary than ever, acting with integrity creates enormous positive energy in an organization.
- ❑ Balance risk and reward.
Leaders need the intellect to recognize the appropriate level of risk for a given situation and the heart to balance how risk will affect the people in their organization.
- ❑ Take an active stance to manage conflict.
Courage is needed to raise tough issues for the good of the organization.
- ❑ Be a champion for change.
The rate of change is not going to slow down.

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Demonstrate Heart: Understand, work with, and develop others

- ❑ Balance people's needs with business requirements. Heart is needed to understand and manage conflicting needs and to enable others to feel support and to speak up.
- ❑ Develop the organization's talent.
Good leaders realize that talent development is a strategic imperative.
- ❑ Develop strategic relationships inside and outside the organization.
Managing lateral and matrix relationships is the key to value creation.
- ❑ Work with and lead a diverse workforce.
Real empathy helps leaders relate to people from diverse cultural backgrounds and perspectives.

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Tool: Addressing key levers to change someone's mind



Head

- Convincing arguments, consistent logic
- Data and facts
- Personal gain (money, status, recognition)



Heart

- Feels right
- Increases self-worth
- Increases valuable and productive connectedness



Guts

- Cry for action
- Challenging tasks
- Using competences

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Whole leadership impacts the organization at all levels

