

WHAT TO DO WHEN THEY KNOW MORE THAN YOU



FOCUS ON THE INFLUENCERS

IDENTIFY THEM

1. BY JOB TITLE
2. MORE EXPERIENCED
3. MOST SKILLED
4. RESPECTED BY PEERS
5. THE "GO-TO" PERSON

TALK TO THEM

1. RECOGNIZE THEIR STATUS
2. CONFIRM THEIR KNOWLEDGE
3. VOICE DESIRE FOR INPUT
4. GIVE YOURSELF AN "OUT"
5. ASK A QUESTION



NEXT STEPS

BUILD CREDIBILITY

1. LEVERAGE EXISTING TALENT
2. LEARN AS FAST AS YOU CAN
3. BUILD YOUR NETWORK
4. BE A COMMUNICATOR
5. SHOW RESPECT



LEARN THE ROPES

1. BE HONEST
2. USE THE 80/20 RULE TO FOCUS
3. GET THE BEST TO SHOW YOU
4. DO TIME IN THE TRENCHES
5. DO THE RESEARCH

BE RESPECTFUL*

1. LIFT OTHERS UP
2. INVITE PEOPLE TO TEACH YOU
3. SAY, "THANK YOU" A LOT
4. APOLOGIZE WHEN APPROPRIATE
5. PRACTICE TRANSPARENCY, CANDOR
6. CONNECT WITH THE FRONT LINE
7. ASK, "WHAT MATTERS TO YOU?"

* from Leadership Freak



CAUTIONS

1. IT'S NOT ALWAYS A GROUP DECISION
2. DON'T MAKE BIG PROMISES
3. AVOID RAPID SWEEPING CHANGES
4. DON'T DEAL IN RUMOR OR GOSSIP

