

Leadership: Clarity And Agreement

by

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As a broker/manager, have you ever wondered why some people around you are not doing what they agreed upon? For sure, you communicated and they agreed...or did they? Do they surprise you a lot?

People look through the world in their own rose-colored glasses. When people listen, they filter based on their own prior scripting. Example: "Wow, the President's speech was brilliant!" The person next to him says, "Are you serious? The guy is clueless!"

Now both these persons listened to the same speech. How could they have such a differing interpretation? Simple, it's based on their prior beliefs and feelings they had before listening, hence the filtering. This is true for all human beings and listening.

Let's go back to you as the leader. Since you are the leader, you are responsible for the communication. You must insure that all communications have clarity. How do you insure that you have been clear in your communication? Very simple...LISTEN! Ask the right questions to be sure that you have that all-important clarity.

The best way to insure clarity is to get agreement. "Let me make sure you and I are clear on what we discussed. You are going to have all the new templates done to get out to the agents by May 15th? And I will be checking in once a week to get your progress?"

This is clarity and agreement. Now both leader and employee/agent know the expectations. Notice how I added to the agreement that I would be inspecting each week. I got an agreement on that also. Remember, you cannot expect what you do not inspect.

So, if you are tired of being "surprised" by your employees and agents every day, sending you into react mode instead of create mode, start getting clarity and agreement. It is the number one killer of bad surprises.

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