



## Exploring The Heart of Human Achievement: Six Simple Truths



At Blanchard®, The Heart of Human Achievement™ isn't just a tagline; it's a commitment to one of the most fundamental yet critical human skills needed in today's workplace—**connection**.

By emphasising six simple truths, Blanchard develops inspiring and empathetic leaders equipped with the skills to help organisations ignite potential, one connection at a time.

- Inspired leaders ignite potential and unlock performance
- Development is critical at all levels
- Better everyday conversations create lasting impact
- Simple lessons stick
- Leading from the heart fosters trust
- Value-based leadership creates better days at work





## Inspired leaders ignite potential and unlock performance

Research conducted by The Gallup Organisation has consistently identified the vital role a person's manager plays in their perceptions of their workplace. Gallup has discovered that a staggering 70% of the variation between great workplace engagement and poor workplace engagement can be explained just by the quality of the manager or team leader.

Blanchard's research into the [Leadership-Profit Chain](#) and [Employee Work Passion](#) has resulted in a similar conclusion. Employee perceptions of their work environment in twelve key areas lead to a positive or negative sense of well-being and subsequent intentions toward high performance, discretionary effort, retention, endorsement, and corporate citizenship.

**The best leaders take the time to understand each employee's unique needs, abilities, and development levels, and adjust their leadership style accordingly.**



## Development is critical at all levels

At Blanchard, we focus on development for every stage of a leader's career. By offering learning journeys tailored to the unique challenges of each level of leadership, we help organisations create a culture of inspired leadership that transcends these challenges and allows leaders to maximise individual achievement and organisational performance.

### Learning journeys are tailored to:

- **Emerging Leaders**—developing self leadership skills before they can lead others. This includes being proactive, identifying points of power, and challenging assumed constraints.
- **New Managers**—building enhanced communication and influence skills. The focus is on goal setting, day-to-day coaching, and performance management capabilities.
- **Experienced Leaders**—exploring subtleties that include tailoring direction and support to the needs of direct reports and balancing their focus on both results and people.
- **Senior Leaders**—starting the shift toward strategic leadership but still maintaining a blended head-and-heart approach and an others-focused attitude for best results.
- **Executives**—focusing on change, agility, and inspiring others to higher performance levels. This includes understanding team dynamics and building enhanced teaming skills.





## Better everyday conversations create lasting impact

Everyday conversations are an important way for leaders to demonstrate that they care about team members. Blanchard's research has found large gaps between what people want from their leaders and what they typically receive.

- **In one study**, 89% of respondents said they would prefer to meet with their direct supervisor on at least a monthly basis, and 44% of the people polled indicated that they wanted to meet at least once per week. According to the survey data, a 10- to 16-point gap currently exists, with only 73% of people meeting at least once a month and only 34% of people meeting at least once per week.
- **A second survey** suggested similar gaps, which, left unaddressed, contribute to a drain on overall organizational vitality through lowered employee intentions to stay, endorse, and apply discretionary effort as needed.

Taking the time to connect on a regular basis clearly indicates that an employee's work is important and that they are a valued team member. It's also a way for managers to make themselves available to help direct reports as needed.



## Simple lessons stick

Blanchard's commonsense leadership training content is easy to remember and apply in moments of need. Blanchard designs employ models that build upon each other to give your learners a spaced, layered, and social learning experience.

- **Spaced learning.** We break up learning experiences into smaller pieces and deliver them over time versus in bulk. Spaced learning has been shown to be superior in comparison to bulk and offers improved long-term memory consolidation, knowledge transfer, and recall without prompts.
- **Layered content.** Blanchard content is synergistic: Topics or modules are presented as different layers under an overarching framework. As leaders progress through a learning journey, they learn how trust is a prerequisite for honest conversations, which is a requirement for leading situationally, etc. Each layer is like a thread in a tapestry.
- **Social learning.** All Blanchard programs and journeys feature a significant social learning component. Furthering this component are lively digital or in-person forums where people can learn together, confide their challenges, collaborate, and grow. These forums jumpstart the social learning process and promote bonding.





## Leading from the heart fosters trust

When people believe they are working for trustworthy leaders, they are willing to invest their time and talents in making a difference in an organisation. High trust levels lead to a greater sense of self-responsibility, greater interpersonal insight, and more collective action toward achieving common goals.

### Blanchard recommends that leaders focus on trust-building behavior across four dimensions:

- 1. Able is about demonstrating competence.**  
Trusted leaders know how to get the job done. They are able to produce results. They have the skills to make things happen—and they equip people with the resources and information they need to do their job.
- 2. Believable means acting with integrity.**  
Trusted leaders are honest in their dealings with people. In practical terms, this means they create and follow fair processes.
- 3. Connected is about demonstrating care and concern for other people.** Trusted leaders focus on people and identify their needs.
- 4. Dependable is about honoring commitments.**  
Trusted leaders follow through on what they say they will do. They are accountable for their actions and responsive to the needs of others.



## Value-based leadership creates better days at work

The best work relationships are partnerships. They require collaboration between the leader and the direct report regarding communication, working style, feedback, direction, and support. [When people know they have an others-focused leader, they come to work with five intentions:](#)

1. The intention to perform
2. The intention to apply discretionary energy
3. The intention to cooperate
4. The intention to endorse their leader and the organisation
5. The intention to stay and grow with the organisation as long as they can

These five intentions and subsequent behaviours are explored more completely in [Blanchard's Employee Work Passion research](#).





## An extraordinary leader's journey never ends

Leadership is a journey that unfolds over time, and there are many seasons to that journey. The best leaders adapt, connect, and learn from their people. On the journey to connecting with them, leaders find the formula for engaging with them to perform at high levels.

When leaders accept and commit to the idea that their job is to adapt and learn what's happening with their people, and they become fascinated by that concept, they create a culture where people feel like their leader is working for them and with them. This creates the right conditions for an organisation to move forward and perform well.

These six enduring leadership principles can help any leader become more effective and respected. Consider how a focus on connection—**The Heart of Human Achievement**—can bring out the best in your people.

Interested in learning more about taking a head-and-heart approach to leadership? [Explore additional free resources available on the Blanchard website.](#)

Ready to review learning journey designs that will take your organisation forward? [Connect with a Blanchard solutions architect to discuss your possibilities.](#)



Blanchard® is a global leader in leadership development, consulting, and coaching. For more than 40 years, Blanchard has partnered with organisations to maximise individual achievement and organisational performance – bringing measurable progress and true transformation. Blanchard’s SLII® is the global leadership model of choice, powering inspired leaders for more than 10,000 organisations worldwide. Blanchard also offers a suite of award-winning solutions through flexible delivery modalities to meet the specific needs of clients and learners.



**Australia-wide**

Within Australia: 1300 25 26 24  
From Anywhere: +61 3 9863 7031  
info@blanchardaustralia.com.au  
blanchardaustralia.com.au