



LEADING HUMANS

Michelle Loch



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PROGRAMS

NEUROCONVERSATIONS

Neuroleaders use neuroscience to have conversations that count. Investing in developing the skill of powerful, effective and useful conversation is a critical part of leadership development.

NEUROLEADERS

This program gives you a new framework to have the confidence to EXPERIMENT with new ways of engaging and communicating, and to DIAGNOSE the human behaviour that is getting in the way of great performance and great relationships.

NEUROTEAMS

We have a number of ways we can support your teams to build trust, connect and collaborate, and achieve high performance.

NEUROPERFORMANCE

This program is about high performance collaboration for high performing teams. You will use a brain-based (evidence-based) approach to achieving the following:

- Operating from a growth mindset
- Embracing feedback
- Engaging in High Performance Conversations

NEUROBRAINS

This program is designed to help you to discover and understand your own brain wiring and how it is helping or hindering your success, and to understand that in fact, you are in control of how your brain can change and develop in the future – we call it self-directed neuroplasticity – you have the power to change your brain!

COACHING & MENTORING

Our Coaching and Mentoring Programs, are specifically designed to support and develop leaders in three critical spheres

- Ability to connect
- Ability to control
- Ability to communicate

MY BRAIN ACADEMY

This online program will take you on a 5-phase journey to show you how to develop and maintain your brain's amazingness by optimising its usage, and by supporting it to generate new neurons – the bits that help us process information and learn.



LEADING HUMANS

Michelle Loch



Leading Humans is a coaching, mentoring and leadership development company founded by Michelle Loch. We use practical neuroscience to improve leadership performance and are passionate about creating leading humans who are masterful at leading humans!

We work with individuals and organisations that value and invest in their people, because we believe that people matter. We believe that people are amazing. And we believe that things can be done to enhance that 'amazing'.

Our expertise is in the neuroscience of leadership. This emerging discipline takes recent discoveries in neuroscience, particularly social cognitive neuroscience, and applies them in a practical way to the discipline of leadership. What we find is that when you teach people about how the human brain works, they become better leaders of both themselves and of others.

All our programs are underpinned by this new science and we find that this helps the leaders we work with understand 'why' they need to change the way they think and behave, leading to greater sustainable success.

Michelle Loch is a renowned Thought Leader, Speaker, Author and Mentor who is passionate about Leadership and Conversational Mastery.

As an experienced coach and trainer of brain-based coaching and conversation skills AND a Professional Certified Coach with the International Coach Federation, Michelle is well placed to educate and motivate an audience to connect with the power of a powerful conversation.

Michelle has over 25 year's experience across a number of industries and businesses and has worked in senior management roles in Suncorp and PricewaterhouseCoopers. Michelle studied under, and then worked for Dr David Rock, the founder of the US based Neuroleadership Institute and one of the world's most prominent thought leaders in the neuroleadership space.

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rewiring the way humans think behave and lead

challenges

THE FUNDAMENTAL CHALLENGES ... we face as leaders

What got us here won't get us where we need to go

In the not so distant past, the conventional definition of an effective leader was one who got results, boosted the bottom line, and generally forced productivity out of his or her employees.

Recent crises in the financial sector have however, clearly demonstrated that some of the leadership practices used to get these results were unfortunately at the cost of employee motivation, retention, trust, and ultimately the bottom line.

We all know that copies are rarely as good as the original - and yet, when it comes to leadership many of us are replicating leaders that have come before... leaders who operated, and were successful in, a very different world.

We live in a VUCA World, and humans are threatened by it

We live in a world of constant and accelerating change...often referred to as a VUCA world – volatile, uncertain, complex and ambiguous. We now know just how uncomfortable change is for humans because the brain, which is hardwired to 'survive', perceives change as a threat and works hard to avoid that threat.

This new deeper, science-based understanding has widespread implications for how business leaders approach change management, and it changes the game for performance management.

We know that If change is presented as a crisis, or if a "just do it and don't ask questions" approach is taken, the change or performance improvement effort will likely fail.



challenges

The mindset might be there, but the skills aren't

But...credit where credit is due! It is important to acknowledge that many organisations have worked hard to embed a new, future-focused, co-creative and inclusive leadership mindset, and many leaders I meet know how they SHOULD be leading, but the gap seems to be the skill level – particularly in the area of how they communicate.

Leaders know they SHOULD ask more questions, and they SHOULD help their people to solve their own problems, but their skill level is at the awareness level, not at the level of mastery that it needs to be, so they give up and revert to command and control.

THE FUNDAMENTAL PROBLEM ... we have failed to address

You see, in leadership we have a fundamental problem that we have failed to address. The problem is that... Leaders lead HUMANS... and yet we don't truly understand what it means to be human, how to effectively communicate with humans, how to function at our best as humans, or more accurately, we haven't prioritised this knowledge and understanding in developing as leaders.

LEADERS LEAD HUMANS
But we don't really understand how to get the best from humans



challenges

THE FUNDAMENTAL REALITY ... we have to face

What we need to tune in to, and take time to understand, is that we live in a socially sophisticated world, with a primitive brain ...and it's not working for us.

Now don't get me wrong, as a species we've achieved great things, and we've done so with our 'evolutionary masterpiece' – the Pre-Frontal Cortex.

The PFC is our 'intelligent brain', the bit that separates us from animals. But it is very new in its evolution and we are discovering that its capability is much more limited than we originally thought.

Despite being 'intelligent' beings, we fall prey to:

1 INACCURATE ASSUMPTION MAKING

2 UNFAIR JUDGEMENT

3 SKEWED PERSPECTIVES

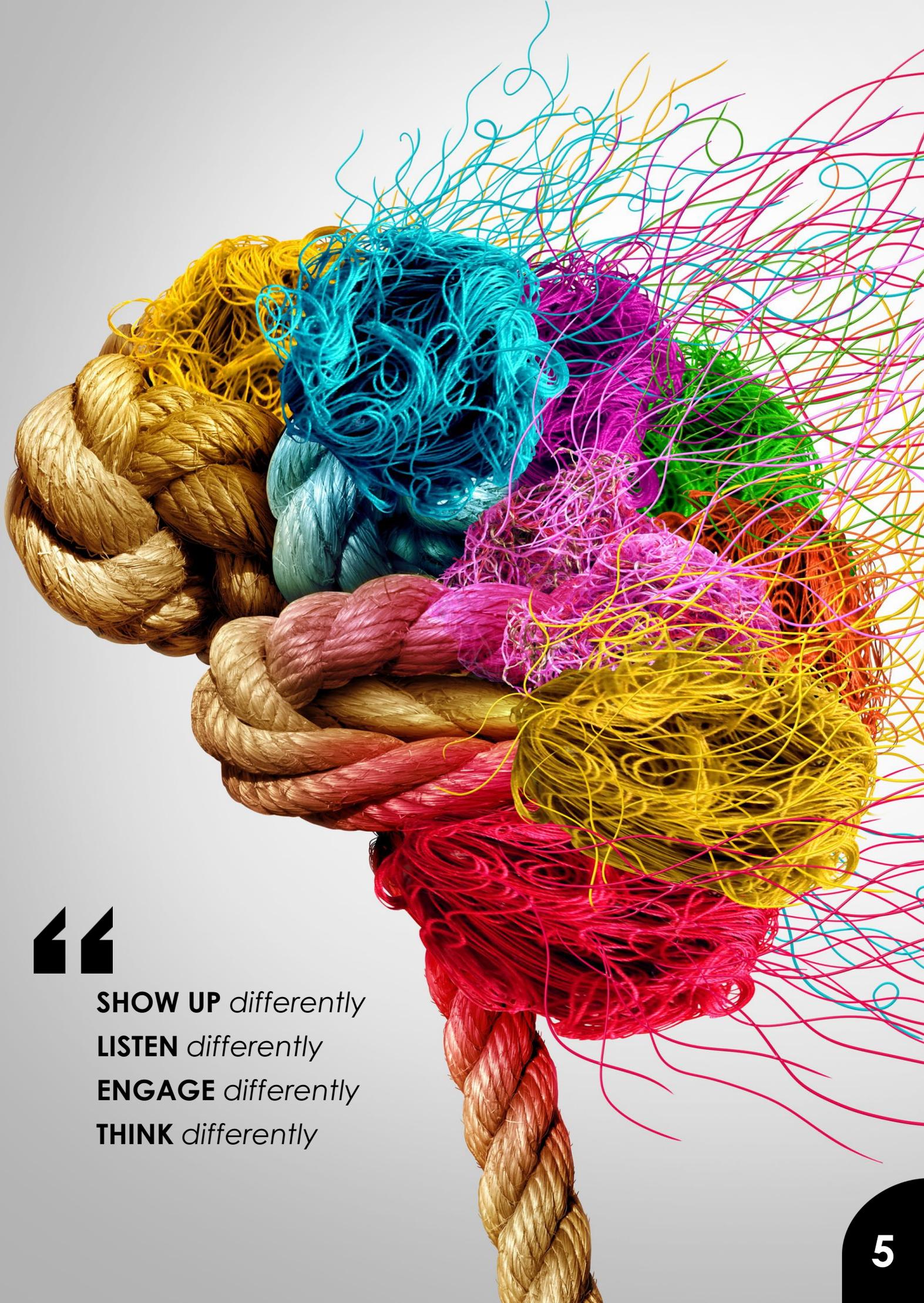
4 NON-USEFUL DEFENSIVE BEHAVIOUR

...and these responses...

- impact our cognitive capacity for quality decision-making
- curb creativity and innovation
- challenge and interfere with trust levels and functional relationships
- and waste significant time and energy.

**WHAT ARE YOUR OBSERVATIONS AND EXPERIENCE IN
A WORLD OF CHANGE?**





SHOW UP *differently*
LISTEN *differently*
ENGAGE *differently*
THINK *differently*

A NEW WAY to think about leadership

The good news is that we have learned more about the human brain in the last 25 years than in all of history, and this new science is challenging the way we think about leadership. It is shining a light on why some of our traditional leadership practices and approaches aren't working, and in some cases are simply counter-productive.

And it's providing us with new ways to think about how we engage and motivate humans, and how to influence and communicate more effectively.

We know much more now about what opens up the processing capacity and capability of the human brain, and what shuts it down.

We have new, powerful, brain-based techniques to improve the quality of thinking and decision-making.

Leaders must GET BETTER AT BEING HUMAN

So here's my message: If you want to be a better leader...if you want to future-proof your organisations leadership and culture and support your people to lead better and more meaningful lives... you need help them to get better at being human.

Now, to be clear, I'm not talking about being 'better humans', because that's a bit judgmental, and who's to say that I'm a better human than you are? But this is about being BETTER AT BEING this thing called a HUMAN – and that's an important distinction.



It's not about
being better
humans, it's
about being
better
at BEING
human

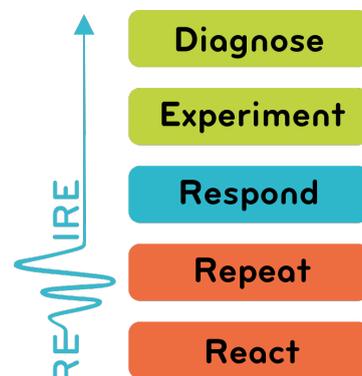


shifts

When a leader knows how the human brain functions, what motivates it, and how it can trip us up – that leader can then learn and put strategies in place that allow them to become better leaders, better colleagues, better parents or friends, and enjoy a better a life.

Rather than reacting to the behavior of those around them, imagine your leaders being able to DIAGNOSE it.

Imagine if your leaders, and all your people for that matter, could scientifically assess why people do what they do (including themselves) and then be able to PRESCRIBE more useful, more powerful and more influential responses and resolutions to the normal people challenges leaders deal with.



**When you teach people about
how the human brain works,
they become better leaders of both
themselves and others**

From SURVIVAL to SUBSTANCE

Humans are evolutionary masterpieces. As a species we have mastered being Humans of Survival...and look at what we have achieved.

The average age of death in the civilized world has increased by 20 years in the last century. In a matter of hours we can travel from one side of the world to the other, a journey that not too long ago took many, many months, if not years.

But these advancements bring with them a new set of problems. There are more of us on the planet, more than our resources and ecosystems can cope with. Through globalisation we are 'blending tribes' – and our primitive brains aren't always primed and ready for that. Researchers are predicting that governments are significantly under-estimating future increases in average lifespans and that many of their proposed policies will be unsustainable.

To thrive into the future we need to shift from being humans of survival with a survival mindset, to become Humans of Substance - a very different mindset and set of behaviours, with self-leadership being a critical element.

We need to become humans who are grounded and focused, who can more fully understand how to create the right environment to get the best from ourselves and others and to override our primitive brain responses to these unexpected challenges.

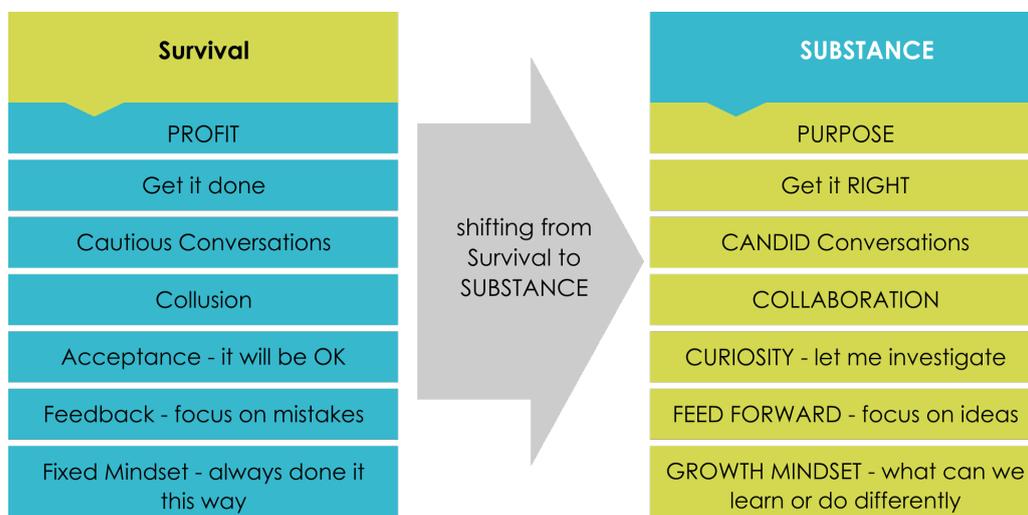
As leaders in our organisations and communities, we need to stop relying on our technical expertise and develop our human skills.

But what is substance?

Well, it's our groundedness, our sense of authenticity... it's our ability to be solid and calm amidst the chaos that is the modern world. It's our mastery of being an effective human in a socially sophisticated world.



SUBSTANCE is the mastery of being an effective human being in a socially sophisticated world



shifts

New rules need NEW TOOLS

Leaders are operating under a different set of rules now, and new rules need new tools! They are increasingly required to manage and lead their people in ways they have never had to before - they are in completely new territory.

Effective leadership in the future will require leaders to change and develop their underlying skill base. The skills that ensured success for leaders in the past will not be sufficient for leaders in the future, and in fact, will (and are) getting in the way.

SIX FOUNDATIONAL SKILLS leaders must master

In the same way that the underlying skillset of a great golfer includes rhythm, balance and tension recognition, the underlying skillset of the VUCA leader includes these six foundational skills.

- 1 Focus Skills** Recognising and eliminating distraction to ensure that 'more people, are focused on the right things, more of the time
- 2 Learning Skills** Growing and developing people in the most efficient and effective ways
- 3 Personal Skills** Self-regulating emotional responses and understanding personal impact on others to ensure that intention matches impact
- 4 Social Skills** Reading and understanding what's going on for others and responding in useful ways
- 5 Conversation Skills** Brain-based conversations that support quality thinking, decision-making and create ownership
- 6 Collaboration Skills** Creating psychologically safe spaces where people come together and efficiently give of their best

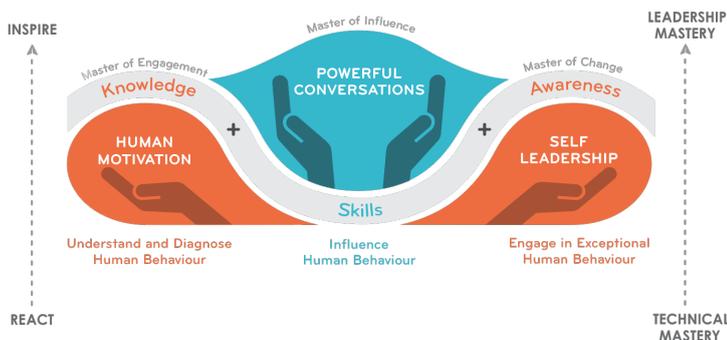
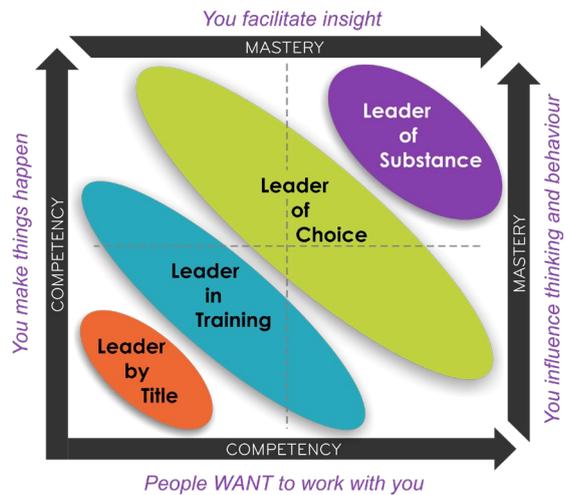
The SUBSTANCE LEADERSHIP™ Methodology

To be sustainable, organisations, and the leaders within them, must become better versions of themselves.

They must become **Leaders of Substance...**

You are a Leader of Substance when:

- **You make things happen** through exceptional execution and an understanding of human productivity principles
- **People want to work with and for you.** Your self-leadership is exceptional and your capability to build relationships, engage and motivate is outstanding
- **You create insight and exert positive influence** through powerful conversation. You help people grow and develop.
- **You effectively and respectfully influence the thinking and behaviour** of those around you – based on your own thought leadership!



Leaders who are qualified to lead in the VUCA world must...

- understand how the human brain really works
- know how to get the best from it
- understand its potential and its limitations
- learn leadership strategies that work WITH the human brain, not against it..





***navigating human
complexity through the
lens of neuroscience***



solutions

1 Focus on leadership development earlier

According to research, not only do Millennials want to be led and coached differently, they want to be involved in developing their leadership skills BEFORE they become leaders.

2 Take a human-centred approach

The human-centred approach is 'the new black' in leadership, and it's sticking because it is putting hard science behind what we used to call 'soft skills'. It's about how your humans are showing up and interacting with each other that makes the difference.

3 Develop leaders to look at themselves first

Leaders must learn to 'own their 50%' of the outcome of every situation – to examine how their behavior, their input (or lack of input) may have influenced the outcomes. They must examine and act on the difference between their IMPACT vs their INTENTION. Thank you to my friend Donna McGeorge for this idea of 'owning your 50%'

4 Teach conversation and coaching skills

Taking a coaching approach to EVERY conversation will revolutionise the interactions and output in your workplace. The reason a coaching approach works is that coaching facilitates insight, and the experience of insight – of the AHA moment – fuels motivation, ownership, engagement and confidence.

5 Deliver programs, not workshops

One-off workshops do not have the same impact as well-designed programs that integrate methods of learning, practice and reflection opportunities, and powerful coaching. Think journeys not workshops and see a much higher return on your time and dollar investment.



ABOUT MICHELLE LOCH

Michelle Loch is a renowned Thought Leader, Speaker, Author and Mentor who is passionate about Leadership and Conversational Mastery.

As an experienced coach and trainer of brain-based coaching and conversation skills AND a Professional Certified Coach with the International Coach Federation, Michelle is well placed to educate and motivate an audience to connect with the power of a powerful conversation.

Of course, this skill is an invaluable tool for the art of speaking and facilitating audiences of any size.

Michelle melds her expertise in the neuroscience of human motivation, self-leadership and powerful conversation to support her clients to create leaders who have more leadership CAPACITY, who develop the CONFIDENCE to step up into awesome leadership, and who have the CAPABILITY and skill to level up into awesome leadership!

Michelle works with individuals and organisations to REWIRE their leadership approach to meet the needs and demands of modern humans and the modern world! She is an expert in Neuroleadership, a field of study that takes the latest in social cognitive neuroscience and applies it in a practical way to the art of leadership. Her specific expertise and passion lie in the neuroscience of human motivation, self-leadership and powerful conversation.

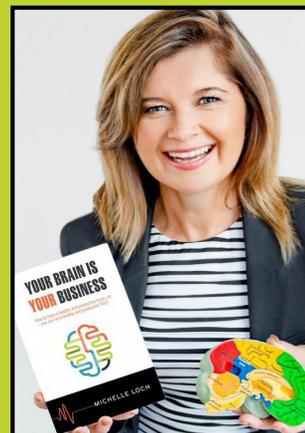
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MICHELLE LOCH



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rewiring the way humans think, lead and behave

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