

Managing vs Leading [script]

What's the difference between managing and leading? Well, in order to talk about that, we have to talk about what a lot of people seem to think managing is and what people think leadership is. Anyone who has a child knows that, especially once your child hits two years old and/or for the love of God 13 years old, that you don't manage them anymore. You are now trying to guide them.

A lot of people, it's really interesting, will get into their cars in the morning, especially if they're managers, first time managers are great for this. Directors, C-levels will do it as well. They'll drive into work and they're so happy. "Yeah, I'm a manager. I manage people." Wrong. Hit the brakes. That's the first problem right there. You're not managing people. You've never ever been paid to manage people unless you're a boxing manager. If you're a business leader, you're not managing people. Here's what you manage: processes, policies and workflows. That's it. Processes, policies, workflows.

Now, the reason why a lot of people go into managing instead of leading is because in our culture we've made leadership this idealist, this brass ring that I could never achieve it for I am simply a mortal. No, it's got to be more than that. Anyone can be a leader but you have to make a choice every day. Leadership is not what it used to be.

If you read a book and they say, "Hey, lead and then go into your office and close the door." Let me translate that. That's like George Washington being sick saying, "Hey, we're in this great body of water. I got the flu. I don't feel good." George Washington in my head sounds like he's from New Jersey. He's like, "Hey, let's roll. We're going to go over there to the other side of the Delaware." Everybody is like, "Yeah, cool. Let's roll." They do it. You standing there on the boat. He's like, "Hey, take a picture." They're painting so it takes hours. Yeah, whatever.

It's not like that anymore. Now, if George Washington were to stand on that boat like that going, "Yeah. Hey, roll. Come on. Let's go." Everybody on the boat would go, "Really? You row, too." Because that's true leadership. True leadership, it's not you being in an office or separated from your people. It's them being able to trust you and you being above reproach. It's no longer do as I say not as I do. It's do as I say and as I do. But here's the great part. I'm going to make mistakes. I will own my mistakes because that's part of leadership. The reason why we think leadership is something different is because leaders don't show you when they screw up. You're going to screw up. That's part of being a leader. That's one of the first things

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Training Standards International tells leaders but it's a choice you've got to make every day.