

# Enter the age of human-centred leadership

*Announcing a cross industry, international study into the emerging leadership traits, skills and trends most in demand for the decade ahead – The Enlightened Leader©*

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*The Enlightened Leader© research was conducted across four regions and 27 countries in Q4, 2020. The resulting White Paper reveals the emerging leadership must-haves and must-dos which will have the greatest impact on business growth and employee commitment in 2021 and beyond*

**Bangkok, Singapore and London**– Change Works and Performance Works International are pleased to announce the release of [The Enlightened Leader© - A new leadership manifesto for our times](#). With new research, discussions and examples, authors Paul Marks and Jeremy Blain outline the traits and skills needed for tomorrow’s best leaders today, focusing on **the rise of purpose-powered, human-centred and community-driven leadership**.

Described as “a new leadership manifesto for our times,” the paper is based on responses from almost 2,000 senior leaders and employees across the globe in the latter part of 2020. “We wanted to discover the most important leadership traits and skills that are emerging during these changing times,” says Marks. “The pandemic has created a perfect storm of disruptors in so many ways. Never before has there been such a need for strong leadership, and it’s really not surprising to see how many leaders are struggling.”

## Leadership research headlines:

### Top 10 leadership challenges (according to leaders surveyed and interviewed)

1	Keeping up with the pace of change and continuing uncertainty
2	Attracting and retaining permanent and independent talent
3	Adopting digital while retaining a strong human touch
4	Upskilling myself
5	Balancing the needs of employees, shareholders / stakeholders, customers and partners
6	Empowering our people to create leaders at all levels
7	Becoming a sustainability conscious, societal-impact minded organisation
8	Demonstrating agility and adaptability in defining and executing strategy
9	Upskilling the workforce
10	Leading diverse, equitable and inclusive distributed teams

- Leaders who demonstrate and **lead with strong empathy** are most valued by employees
- In addition to empathy being the foundation for future-leader excellence the **3 most important leadership traits common to both leaders and employees** are:
  - Empowering of others
  - Engaging Personality
  - Emotional Intelligence
- Nearly **7 out of 10 leaders feel they are prepared** for the future. **Only 4 of 10 employees** feel this is the case in reality
- Leaders who are the **most prepared** and rapidly developing the suited traits and skills for tomorrow **are to be found in Asia Pacific region**. Ahead of their leader-level counterparts in North America and Europe – reinforcing the 'Asia Century' is underway.
- **Common positive factors - The leaders who are getting it right**
  - Demonstrating empathy with others in their organisation
  - Strong, clear and consistent communication
  - Making good progress in terms of business transformation and 'walking the walk' in terms of remote working, collaboration, communication, mental health and wellbeing support
  - Getting the right blend between adopting digital and maintaining a strong human touch throughout the business and with customers
  - Possessing the right skillsets to navigate through an unprecedented 2020 and beyond
  - Listening to and welcoming input from others, as a more collective approach to securing the health of the business and its people
- **Common negative factors - The leaders who are getting it wrong**
  - The handling of the Covid-19 situation exposed capability gaps particularly around remote leadership, management and working
  - A failure to communicate – some leaders remained too far removed from the rest of the organisation, lacking empathy, understanding and compassion
  - Too much short-term focus at the expense of long-term planning
  - Leaders seem overwhelmed with pressure to deal concurrently with the pandemic, the rapid rate of business transformation, 2020 business health and the human-centred needs of their employees through the transition to remote working and beyond.
- **Diversity, Equity and Inclusion (DE&I) emerged as an additional skills gap at leadership level**, impacting the ability to bring in speedy, bold new approaches for business, as 21<sup>st</sup> Century, modern leaders.
- Both leaders and employees understand the need to create stronger internal and external COMMUNITY bonds. For leaders this means an increase **balancing act between purpose and profit**. Contributing to society and local communities positively, while building a sustainable business

Marks and Blain are also offering **virtual training and face-to-face workshops** to go deeper into research outputs and actions; including building the new knowledge, skills and behaviours essential for business success tomorrow; today. Created for executive leaders, directors and senior management level, the workshops are designed for those professionals who are keen to supercharge their own leadership capabilities for the modern workplace.

“Our training will help you take action no matter how long you’ve been a leader,” says Blain. “We can help you unlearn the way you’ve always done things and relearn some of the new traits and skills essential for modern leadership. And we don’t just focus on the theoretical aspects. We provide you with a toolkit of practical actions and best practice case studies to get you started.”

For more information, or to download this timely research paper here:

<https://www.performanceworks.global/the-enlightened-leader/>

### **About Change Works and Performance Works International**

Located in Bangkok, Singapore and London, Change Works and Performance Works are well known leadership and team development consultancies providing services to organisations across Asia and Europe. Part of a global network of leadership and change management consultants, executive coaches, facilitators and learning specialists, Change Works and Performance Works partner with businesses to build leadership and team capacity that will succeed in a disruptive and dynamic world.

Change Works and Performance Works have strategic partners in more than 30 countries around the globe and are able to offer consulting, leadership and team development solutions across 4 continents.

### **Ends**

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