

Describe how your learning of the two leadership tools, SCARF and NVC, can help you become the leader you want to be.

The more that we learn about ourselves, the more opportunities for self-improvement and corrective behaviors. Dictionary.com states that learning is, “To acquire knowledge of or skill in by study, instruction, or experience.” When I began this course, I accepted my personality type ISTJ for what it is and did not realize that although that is what I have been labeled and that the traits associated with this personality type are preferences, I have the ability to change. Such change can take place through exhibiting social and emotional intelligence qualities such as self-awareness, self-regulation and mood management, self-motivation, interpersonal expertise and emotional mentoring.

In learning about the SCARF and NVC tools, I recognize that these can be of tremendous help in me becoming the leader that I want to be.

I will first discuss the ways in which the SCARF tool can help me. Because the behaviors we exhibit can either cause others to want to approach or avoid us, we must be cognizant at all times. Knowing that there is the possibility that my behavior can be viewed as threatening, I must familiarize myself with the drivers that can cause a threatening response or activate a reward response. As a leader, the overall well-being of those in his or her command should be paramount.

I recognize that an individual's status is very important and the feedback given can either cause for improvement or regression. In this vain, I must allow others to evaluate their performance as opposed to telling them what I have observed. It could very well be that

they will be the ones to recognize for themselves areas for improvement which will be more effective.

Uncertainty leaves room for errors. Because of this, as a leader I must ensure that those whom I lead are given clear instructions as to what is expected as opposed to having to expend unnecessary time and energy in trying to decide which course of action to take. The feeling that one does not have control over their environment can lead to a lack of confidence in his or her ability. Everyone likes to feel that they have the power to affect outcomes. By allowing my team to use their judgement and make decisions without always having to consult with me would cause them to feel empowered and emboldened. When one can relate, it is easy to feel a part of a team. In this regard, by engaging in conversation and allowing individuals to feel connected with others will cause for an increase in productivity. With this in mind, I can encourage social gatherings periodically so that the connection is not lost and the team will free to share their experiences, likes and dislikes, etc.

When an individual feel that they are being treated unfairly, they tend to feel like an outcast and that they ae being targeted. My approach to this would be to communicate with the team that we are all governed by the principle that we are to treat others the way we would like to be treated. This also means that I must lead by example if I expect to see positive results. Although having a leading position, I should seek to let the team members know that their concerns are important and their opinions indeed matter.

The NVC model has reiterated for me the need to seek resolutions to conflicts while focusing on the needs and feelings of others, being observant and making requests as opposed to demands.

As human beings, we all have basic needs and we want to know that these needs are being met. Because every individual is unique, I must show empathy when offering feedback by putting myself in their position. If I fail to do this, my offer of a solution could be rendered fruitless. Whether the need involves their emotional state or their physical well-being, my approach in seeking to render assistance will determine whether or not it is met. I must therefore listen attentively and actively to what is both being said and not said.

When making observations, it is easy to lose sight of the big picture if we focus only on what we see. In doing so, we tend to be critical of others and cause them to believe that the outcome was as a result of their actions. As a leader, I must be careful to evaluate the situation before offering feedback. I must ask questions such as why, what, when, who, where and how. By doing this, I would begin to get a better understanding of what led to the results.

Feelings can trigger various emotions as a result of our thoughts. As a leader, I must commit to not letting my thoughts of what I perceive something to be control my feeling and thus my reactions. Negative feeling can result in negative feedback which can render the team unproductive. Because of this, I must draw on the emotional intelligence competencies introduced in an earlier unit.

Finally, as a leader, I must seek to make requests of others rather than demands. A demand tends to suggest that an individual does not have a choice which can cause resentment. Leading entails getting others to perform tasks. For my team to be willing to perform such tasks with accuracy, in a timely manner and with positive outcomes, I must consider that I too react to a request more favorably than a demand.

Developing one's skills as a leader is a constant work in progress. To be effective, one must be open to correction, criticism and be willing to adapt.

References

- Rock, D. (n.d.). NeuroLeadershipJOURNAL. SCARF: a brain-based model for collaborating with and influencing others. Retrieved from http://web.archive.org/web/20100705024057/http://www.your-brain-at-work.com/files/NLJ_SCARFUS.pdf
- Kendrick, G. (n.d.). The Center for Nonviolent Communication. An introduction to non-violent communication. Retrieved from http://www.schooltransformation.com/wp-content/uploads/2012/06/Kendrick_NVC_Materials.pdf
- Dictionary.com, (n.d.). Learning. Retrieved from <http://www.dictionary.com/browse/learning?s=t>