Essential Leadership Skills for Business Analysts

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Agenda

• Why Leadership Skills are Important to BAs
• Three Essential Leadership Skills
• How to apply Three Essential Leadership Skills
• Q & A
Leadership

• The action of leading a group of people or an organization
  http://www.oxforddictionaries.com/definition/english/leadership

• A position as a leader of a group, organization, etc.

• The time when a person holds the position of leader

• The power or ability to lead other people
  http://www.merriam-webster.com/dictionary/leadership
Leadership through Dilbert

dilbert on leadership
By Skip Walter | Published November 30, 2012 | Full size is 640 × 199 pixels

http://skipwalter.net/2012/11/29/some-days-you-just-need-a-little-dilbert/dilbert-on-leadership/
Why Leadership Skills Matter

• Different meanings to people
• Leadership levels
• Business analyst = Change agent
• Leadership title vs. Role
Leadership Levels

Three Essential Leadership Skills

- Vision
- Empathy
- Accountability

Vision

• The ability to see : sight or eyesight
• Something that you imagine : a picture that you see in your mind
• Something that you see or dream especially as part of a religious or supernatural experience

http://www.merriam-webster.com/dictionary/vision
Vision

• The ability to think about or plan the future with imagination or wisdom
• A mental image of what the future will or could be like

http://www.oxforddictionaries.com/us/definition/american_english/vision
Vision

- Organization & project level
- A voice of vision on project, internalize
- Foundation to BA’s work

Empathy

• The feeling that you understand and share another person's experiences and emotions: the ability to share someone else's feelings
  http://www.merriam-webster.com/dictionary/empathy

• The ability to understand and share the feelings of another.
Empathy

• Cognitive: mind to mind
• Emotional: body to body
• Empathetic: heart to heart

http://www.danielgoleman.info/three-kinds-of-empathy-cognitive-emotional-compassionate/
Empathy

• Projects = Change
• Projects = Uncertainty (fear)
• Interact with stakeholders

Accountability

• The quality or state of being accountable, *especially*: an obligation or willingness to accept responsibility or to account for one's actions
  http://www.merriam-webster.com/dictionary/accountability

• The fact of being responsible for your decisions or actions and expected to explain them when you are asked.
  http://www.oxforddictionaries.com/us/definition/learner/accountability
Accountability

• Work will be done
• Stakeholder expectations
• Credibility
• Sense of order

Accountability

- Follow through
- Issues & risks
- Business needs alignment

How to Apply

• Vision
  – Review project documentation
  – Challenge assumptions
  – Facilitation
  – Solution recommendation
How to Apply

• Empathy
  – Build rapport
  – Pay full attention
  – Active listening
  – Perception that you understood
  – Able to make difficult conversations productive
  – Reach solution collaboratively
How to Apply

• Accountability
  – Organized
  – Action plan, re-plan
  – Focus: good enough for now
  – Realistic deadline
  – Hold others accountable
Summary

• Why Leadership Skills are Important to BAs
• Three Essential Leadership Skills
• How to apply Three Essential Leadership Skills
Q & A

• Questions

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BUSINESS ANALYSIS & LEADERSHIP
INFLUENCING CHANGE

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Business Analyst Manifesto

Out of chaos, we create order
Out of disagreement, we create alignment
Out of ambiguity, we create clarity
But most of all, we create positive change for the organizations we serve

Laura Brandenburg of http://bridging-the-gap.com/