



The higher up the communications model we climb, the better our connection with people – so an effective use of a leader's time is to talk with people and climb the pyramid with them. However busy you are as a leader, it is important to prioritise connecting with people. This will be an alien concept in many organisations, where harvesting emails and filling space at meetings takes precedence over engaging with people. Becoming an effective leader involves challenging unhelpful organisational culture, so this could be a good place to start.

