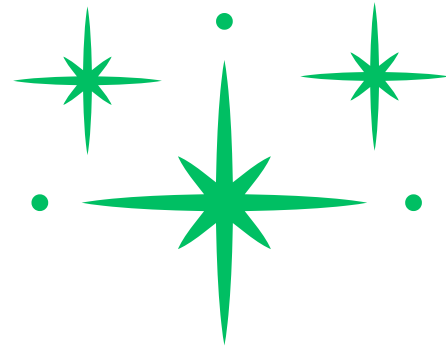


LEADERSHIP INSIGHTS

Leading Through Everyday Moments



When we think about leadership, we often think about the big moments – setting strategy, making important decisions, leading change or addressing a crisis.

But some of the strongest signals we send as leaders happen in much smaller moments.



How we respond when someone makes a mistake. Whether we listen fully when an employee raises a concern. What we do when priorities change. Whether our actions match what we say we value.

I've found that these everyday moments can have a bigger impact on how people experience their leaders and ultimately, their workplace culture. The leadership challenge is often not knowing what to do. It is being intentional about how we show up in the moments that happen every day.



A few everyday moments that stay with me:

When someone brings a problem

It can be tempting to jump straight into solution mode. I've found that simply asking, "Tell me more about what's happening," can change the conversation. It gives the person space to think, rather than making them feel that they have to arrive with the answer already.

When priorities suddenly change

In fast-moving environments, priorities will inevitably shift. One thing I've learned is that communicating the *why* behind a change can be just as important as communicating the change itself. People may not always agree with a decision, but understanding the context helps create alignment.



When someone makes a mistake

This is one of those moments where a leader's response can stay with a person. Instead of immediately asking, "*What went wrong?*", I try to understand what happened and what we can learn from it. The goal is accountability without creating a culture where people are afraid to speak up or try something new.

When words and actions need to match

If I say something is important, my actions need to reflect it. If I commit to something, I try to follow through or communicate early when circumstances change. These may seem like small things, but consistency is how credibility is built over time.





When someone does good work

Recognition doesn't always need to be formal. I've found that being specific - acknowledging what someone did and the impact it had makes appreciation much more meaningful. People want to know that their contribution was noticed.

When a conversation feels difficult

Some of the most important leadership moments are the uncomfortable ones. Slowing down, listening fully and choosing curiosity over assumption can make a difficult conversation feel very different. Sometimes, the pause before responding is the leadership behaviour that matters most.

Leadership culture isn't created only through major initiatives or leadership programmes. It is shaped in the everyday interactions that happen when no one is calling them "leadership moments." For me, the reminder is simple: say what you mean, do what you say, and pay attention to how your actions make people feel. We may not remember every conversation we have as leaders but our teams often remember how those conversations made them feel.



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