

by Alberto J. Delgado

“It doesn’t make sense to hire smart people and tell them what to do; we hire smart people so they can tell us what to do.”

You’ve probably heard [that quote thrown around at](#) meetings and posted all over social-media as axiomatic of good leadership. And yes, Steve Jobs insightful leadership philosophy about organizational development may create an environment that unleashes a team’s talents.

But if you think about it, you’ll come to realize that it is incomplete. Leaders must first create and develop effective communication, which hinges upon active listening being an implicit requirement for leaders and their teams. Essentially, we should “hire smart people, **and lead them by actively listening to them**, so they can tell us what to do.”

That new statement, of course, begs the questions, what is active listening and why is it a “requirement”?

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