

THE HUMAN OS

7 Principles of High Trust, High performance Leadership

1. TONE SHAPES REALITY

1.

- How leaders speak determines whether people open up or shut down. Tone regulates emotions → emotions regulate decisions → decisions create results.
- Quick win: Replace “Why didn’t this happen?” with “What’s blocking us?”

2. PRESENCE CREATE INTELLIGENCE

2.

- A present leader hears the real information, the stuff that never appears in dashboards.
- Quick win: One minute of silence before important meetings.

3. SAFETY ACCELERATES TRUTH

3.

- People don’t hide information because they’re lazy. They hide it because they’re afraid.
- Quick win: Normalize saying “I don’t know yet.”

4. TRUST BUILDS SPEED

4.

- Fear slows companies down more than complexity ever will. Trust creates velocity.
- Quick win: Share early-stage thinking instead of finished decisions.

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CLARITY REDUCES NOISE

5.

- Noise is the enemy: urgency, pressure, notifications, dashboards, chaos. Clarity directs the system.
- Quick win: One priority per week. Everything else is noise.

TRUTH DRIVES PERFORMANCE

6.

- Companies think they have “performance issues.” But they actually have “truth telling issues.”
- Quick win: Every meeting: “What’s the uncomfortable truth here?”

CONNECTION IS THE LEADERSHIP MULTIPLIER

7.

- People don’t follow titles. They follow emotional signals. Connection makes teams care.
- Quick win: End meetings with: “What’s one thing you need from me?”

CONCLUSION

Leadership used to be about control. Today it’s about capacity, the human capacity to align, decide, communicate and perform.

The Human OS™ is not a philosophy. It’s a system.

Master these 7 principles... and everything else in leadership becomes easier.

The framework is informed by leading research in organizational psychology (Edmondson), communication neuroscience (Porges), cognitive science (Kahneman), and social neuroscience (Lieberman), combined with 20+ years of leadership in high-pressure environments.

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