The Seven Secrets of Exceptional Leadership

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We all need leaders.

"Give them a light and they'll follow it anywhere!"
Truly listen to people.

- Prepare to listen
- Know non-verbal communication
- Remember the 93/7 ratio
- Give them their moment
- Learn your peaks
- Use the 7 gets
Escape the ivory tower.

- Ask them to explain what they do
- Answer the phones
- Observe the obstacles
- Engage the customer
Lead through action.

- Avoid paralysis by analysis
- Actively communicate
- Share goals and primary focus points
- Do the things with greatest impact
- Manage change
- Analyze the action you take
Lead by developing others.

- Share the vision
- Look for their personal excellence
- Teach analytical skills
  - What had been planned?
  - What actually happened?
  - Why did it happen?
  - What should happen next time?
- Build bench strength
Empower

Learn to *empower* others.

- Delegate mission and task
- Include others in decisions
- Learn from their close proximity
- Encourage time management
- Remember that silence is golden
Respect each as individual.

- Recognize employees as people
- Use their names
- Be fully present in the now
- Say hello
- Learn their external motivators
- Balance life and work issues
- Give genuine recognition and praise
Study to be a life learner.

- Read
- Attend conferences and training
- Join professional organizations
- Serve others
- Keep a journal
- Understand communication styles
- Be analytical with success and failure
I'd like to hear from you.

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