

LEADERSHIP & MANAGEMENT



RESULTS

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EIGHT PRACTICAL INSIGHTS FOR LEADERS

CULTURE

How do people act and interact?



Cultivating Culture

Culture matters. It's a core organizational asset.



Respect and Trust Your People

Respecting and trusting your people is the foundation of all good management.

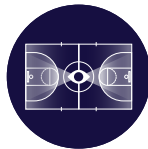


Bad News is Good News

Always listen for and even seek out signs of trouble. Bad news is good news if you do something about it.

PLANNING

What strategy and resources will achieve your mission?



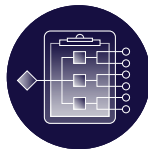
Develop Court Sense

Develop "court sense" to see everything that's happening around you, and to rapidly adjust to changes.



The Whole Job

Commit to doing "the whole job." Investing in organizational capacity contributes to excellence and impact.



Prioritize and Focus

With limited time and resources, it's essential to prioritize and then focus.

IMPLEMENTATION

What actions will ensure desired results?



Book It and Ship It

Planning is essential but success comes from the implementation of your ideas. "Book It and Ship It." Make a decision and manage the consequences.



Who Owns the Monkey?

To create a culture of accountability, reinforce individual ownership of problems. Always ask, "Who owns the monkey?"