

Keys to Effective Leadership

1. Do what you say you're going to do, or let people know why you cannot.
2. Lead by example and don't ask anyone to do what you're not willing to do.
3. Get the right people in the right seats on the bus and then let them do their jobs (with due respect to Jim Collins).
4. Listen, listen, listen but then make the decision that is right for the organization, even if people don't like you for it.
5. Communicate often using a variety of communication vehicles.
6. Play for the name on the front of the jersey, and not for the one on the back.
7. Keep balance in your life.
8. Recognize and celebrate your colleagues' accomplishments (The Carrot Principle).
9. Don't take yourself too seriously.
10. Create an atmosphere so people want to come to work... have fun!
11. Take care of your customers... and everyone is your customer.
12. Borrow good ideas from any source and adapt them to your situation.
13. Give credit away.
14. Find humor in all that you can!
15. Figure out where to take the organization and then let everyone help you get there.