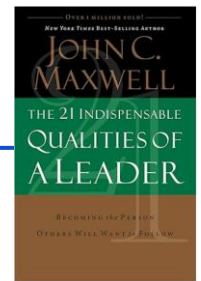


Leadership



Today's organizations need something more than just competent managers; they need **LEADERS**. One of the nation's preeminent experts on leadership, Warren Bennis, believes that many organizations are "over-managed and under-led." A real leader is one who has followers – who follow because they want to. John Maxwell's classic 1999 book, *The 21 Indispensable Qualities of a Leader*, gives us a framework that is both inspiring and practical:

CHARACTER

Character is not talk; action is the indicator of character. We create our character with every decision and every choice we make.

CHARISMA

Focus on others, not yourself. "Leaders who think about others and their concerns before thinking about themselves exhibit charisma."

COMMITMENT

The only *real* measure of commitment is action. "When it comes to commitment, there are really only four types of people: cop-outs, holdouts, dropouts and all-outs."

COMMUNICATION

Communication is not just *what* you say – it's also how you say it. Don't just speak the truth, show the truth. Believe in and live what you say.

COMPETENCE

Leaders come ready to play every day – not matter how they feel, what kind of circumstances they face, or how difficult they expect the game to be. They continually search for ways to keep learning, growing and improving.

COURAGE

Courage isn't the absence of fear. It's doing what you are afraid to do. If you don't have the ability to see when to stand up and the conviction to do it, you'll never be an effective leader.

DISCERNMENT

Smart leaders believe only half of what they hear. Discerning leaders know *which* half to believe. Discernment is the ability to find the root of the matter.

FOCUS

A leader who knows his priorities but lacks concentration knows what to do but never gets it done. If he has concentration but no priorities, he has excellence without progress.

GENEROSITY

The measure of a leader is not the number of people who serve him, but the number of people he serves.

INITIATIVE

"There are risks and costs to a program of action, but they are far less than the long-range risks and costs of comfortable inaction." – John F. Kennedy

LISTENING

A good leader encourages followers to tell him what he needs to know, not what he wants to hear. Leaders listen not only for facts, but also for feelings, meanings, and undercurrents.

PASSION

Passion is what makes it possible for people who might seem ordinary to achieve great things. You can't start a fire in your organization unless one is first burning in you.

POSITIVE ATTITUDE

Attitude not only determines your level of contentment as a person but also has an impact on how others interact with you. Your attitude is a choice. Your attitude determines your actions. Your people are a mirror of your attitude.

PROBLEM SOLVING

"The measure of success is not whether you have a tough problem to deal with, but whether it is the same problem you had last year." – John Foster Dulles Problem solvers anticipate problems; accept the truth; see the Big Picture; and handle one thing at a time.

RELATIONSHIPS

People don't care how much you know, until they know how much you care. Leaders understand how people feel and think. They treat them as individuals.

RESPONSIBILITY

People now focus more on their rights than on their responsibilities. Good leaders never embrace a victim mentality. They face whatever life throws at them and give it their best. Responsible people get the job done. They are willing to go the extra mile.

SECURITY

If someone sees himself as a loser, he finds a way to lose. Insecure leaders are dangerous because a leadership position amplifies personal flaws. For a person to be the kind of leader others *want* to follow, he needs to make his followers feel good about themselves.

SELF-DISCIPLINE

The essence of self-discipline is to determine what really is a priority and release yourself from everything else. Leaders continually challenge their excuses. They stay focused on results.

SERVANTHOOD

The best leaders desire to serve others, not themselves. Servant leaders put others ahead of their own agendas. They are intentionally aware of your people's needs, available to help them, and able to accept their desires as important

TEACHABILITY

"It's what you learn after you know it all that counts." – John Wooden Effective leaders know that what got them there doesn't keep them there. The leader who keeps making *the same* mistakes makes no progress

VISION

Vision leads the leader – it sparks and fuels the fire within. It is what draws followers to the leader. Vision goes beyond what one individual can accomplish. The more challenging the vision, the harder the participants will fight to achieve it.

