

Free Leadership Skills Ebook
Plus bonus

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### Staff Motivation and Effective Leadership Skills

Here is a simple but effective way of increasing your leadership skills in motivating staff.

 Firstly make sure you have an understanding of what motivation means, secondly consider how motivation occurs and finally look at ways of how you as a manager can begin to build into your Leadership skills motivational practices at work.

To begin when thinking about motivating staff you need to have the definition of motivation in mind. It is widely agreed that motivation is the internal condition that activates behavior and gives it direction; and that it also energizes and directs goal-oriented behavior.

How does this occur in the workplace?

When looking at your managerial skills in staff motivation you will also need to begin considering the key concepts of motivation:

Intrinsic Motivation and Extrinsic motivation

- Intrinsic motivation mainly comes from rewards inherent to a s task or activity itself best viewed as the joy of doing a job. Research in this area which you may find useful is based on the work of Fritz Heider, Bandura and Deci.
- Extrinsic motivation is generally something that comes from outside of the performer or worker and there is no great surprise when I say that an example of this

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is money! But it also includes rewards and punishments (I do not recommend punishment) etc.

So finally it is important that you as a manager get the balance of understanding what motivates your workers and how they are motivated in the most beneficial way. How you put it all together to motivate your staff using Leadership skills will develop your staff, your business and your career.

And a final word for you as a manager "Motivation is what gets you started. Habit is what keeps you going."- Jim Rohn

Discover the Staff Motivation and Leadership Techniques that has helped hundreds of Managers like yourself succeed Today. Visit

http://www.InstantStaffMotivation.com and download your free gift to immediate
Leadership skills.

### **Work Plans - Easy Steps for Managerial Success**

Becoming a manager does not necessarily mean that you will automatically be provided with a "How To Do" It instruction manual. Many new managers have to gather their own information about managing and do on the job training. An effective management tool to have in your blossoming repertoire is how to use work plans in order to achieve coordination, control, develop and support workers who you manage.

Try starting to use work plans with the following headings and use a table for the content:

- Objectives: The reason for doing the activity or task
- Action required: The act or steps which will be taken in order to achieve the objective
- By Whom: This is usually the employee in conjunction with others if required
- By what date: deadlines and schedules must be built in and realistically achieved

  Then as you get more familiar with using them add headings for more complex

  issues such as costings, risks and projections.

Work plans ideally should be put together with the employee and reviewed at sufficient intervals for there to be a chance to see if they are on track and are working.

When you start to use work plans you will see that they are the basic management planning tool for effective uses for example for business plans, appraisals, group work and individual planning. Use them for all types of objectives such as project management, financial planning, and direct work with customers and marketing.

They will offer you clarity about the work you have to do and help you to stay on track of your work, as well as developing your managerial skills.

Write a work plan which will help you to organize your next project or your personal training.

### 9 Ways to Motivate Your Staff & Lessen Work Place Stress - You Will Be Seen As an Incredible Leader

Motivation can be described as the source which inspires someone's specific actions. At work, how well motivated your employees are to carry out their duties and roles will have a significant influence on how your organization functions, your profits and even sickness levels, it can make or break your company.

Stress can have an enormous affect on motivation, motivation can influence stress.

A Catch 22 situation could go unnoticed.

Do not think that pay alone will lead to job satisfaction. There are other very crucial ingredients to motivation which the manager with good leader ship qualities considers in order to grow and maintain their healthy business whilst ensuring that their staff help achieve the goals of the company.

So start off by applying these 9 pointers to how you think your company is stacking up in the areas known to motivate workers to achieve their best:

- You offer workers adequate amounts of responsibility
- You give recognition to your workers of the work that they do
- Your company offers the possibility of ongoing advancement and growth
- The work itself is satisfying (I know there is no way to really measure this but would you want to do the job as it is at the moment?)

- Pay and job security issues do not leave workers dissatisfied
- Interpersonal relationships with colleagues and bosses are not impacting on their wellbeing and you have systems to deal with issues such as conflict or harassment
- Working conditions are conducive to wellbeing; this can include spaces to make refreshments as well as standard health and safety requirements
- Company policies and procedures do not inappropriately challenge people's values and are there to support them and get the job done

### **Exercise**

Critically look at the list to see if these things are in place or are some of these things missing? Which ones are leading to job dissatisfaction and or stress for your workers. Then in supervision set them as goals to work towards. In some cases there may be changes which cannot be met then; career advice, training or other actions may be needed.

The Impact of Stress on Your Role as A Manager

It can be helpful to you as a manager if you can identify and analyze the stresses which impact on your job and role as a manager. So why don't you take these first actions towards being an incredible manager with leadership qualities by applying the above to you as well as your employees?

The outcome of this work will enable you to see insights into, How well motivated are you? How well motivated are the workers you manager? How does stress impact on

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your motivation? To what degree stress is impacting on your staff's motivation at work?

Visit <a href="http://www.myworkplacewellbeing.net">http://www.myworkplacewellbeing.net</a> and Download a free 5 sessions Ecourse for more instant resources.

### Great Leader do not let stress ruin their life or sabotage their careers!

Do you regularly feel stressed at work? Do you find yourself suffering from anxiety, stomach ache, mental exhaustion or disturbed sleep? Does the thought of "deadlines", "a meeting with the manager" or "the unpleasant colleague across the room" fill you with dread? Being sick gives you relief. You don't want to take time off and fall even further behind with your work, but you have to. Even then, while sitting at home, you still feel anxious about the outstanding items on your to-do list. But what else can you possibly do? Do you try to fix it? Do you drink, smoke or eat excessively? Do you blame others? Do you pick a fight with your nearest and dearest? Do you go to your room and cry?

Well do something about it today and become the Incredible Leader you want to be.

Check out <a href="https://www.MyWorkPlaceWellbeing.net">www.MyWorkPlaceWellbeing.net</a> where you will find "Inducing Wellbeing In The Worker Place: A Workers Guide To Stress Management. An easy to use must have manual for all managers.

We have devised it to give incredible results to managers in the work place who want to prevent stress ruining their career. Grab your copy **Today!** 

### **Tips for Employees Dealing with Work Place Harassment and Bullying**

Dealing with an allegation of workplace bullying and harassment is challenging and requires a careful approach if you are to also take care of yourself in the process.

What to do if this is a stressful time for you as a manager or as a worker:

- Understand what your reactions are: Many people feel a mixture of shock, rage, resentment and distress for example. Examine how you are feeling and how you are reacting. Acknowledge for yourself that this is a stressful time for you. Seek appropriate counselling if your feelings impact on your work or your daily living.
- Get advice from Human Resources: The law, processes and procedures are vital here and you need to get the best advice from your Human Resource department.
   Try to get as much in writing from them as possible.
- If you are the manager being accused get support from your manager: You are an employee of your organization and you have a right to be supported by the structures at work as well as other employees. If you are an employee obtain information about work place support and seek guidance from your professional body or representatives.
- Be careful about what you divulge at work: Do not divulge too much information
  about the grievance to any one in your work place who is not party to sorting the
  issue out, as gossip will start to spread and this could become even more unpleasant

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for you. However seek out appropriate and reliable structures of support and guidance outside of work if need be to relieve the stress and relieve the intensity of the situation, but try to keep it as confidential as possible.

Things you can do now: Plan your strategy of getting through the situation; make a list of ways to take care of yourself and to deal with the feelings which arise in you.

Dear reader I recently came across a new course that reveals how you can dramatically improve your mental abilities and begin using them to advance your career and begin living the life of your dreams.

If you have ever forgotten something as soon as you learned it ... if you have ever secretly wished that you were smarter ... if you have ever thought that if you were just a little smarter, you would do much better in your career - then this is definitely the course for you!

www.instantstaffmotivation.com/mind-power-university

Inside, you'll discover how to do all of the following quickly and easily:

- Enhance memory capability
- Boost mental absorbency
- Grow intellectual stamina
- Strengthen thought power
- Sharpen mental acuity
- Accelerate overall intelligence
- Enhance your learning abilities
- Learn to concentrate better
- Enhance your brain energy
- Enhance your ability to focus
- Enhance your mental alertness
- And much, much more!

I highly recommend you check it out right away:

www.instantstaffmotivation.com/mind-power-university

### How to Motivate Employees & Increase Your Leadership Skills by Giving Workers More Responsibilities

Do not think that it is just low financial reward that gets employees wishing things were better, workers feel de-motivated at work for many reasons. One such demotivator named by most workers is the lack of adequate responsibility within the teams and organizations they work in now. It is one of the top 8 ranking issues which employees state as having a detrimental result on their motivation at work. It is also a challenge for managers to give appropriate levels of responsibility to workers at various skill levels and ranks whilst ensuring that they stay in control and do not divert workers from their core tasks and every day jobs.

The consequence of lack of adequate responsibility will show up as low productivity, lack of commitment, staleness, boredom, lack of enthusiasm, disinterest. In more severe cases workers may become interested in other things like finding a new job, doing anything but their job, dissatisfaction and displaced anger. In worse cases there can be lateness, sickness, disharmony and conflict, feelings of unfairness and unwillingness to do as instructed.

All of these levels of de-motivation will have an impact on your company's productivity and your standing as an effective manager.

You can turn this around to create a working environment which allows appropriate levels of responsibilities in more creative ways than you thought were possible and creativity is the key. Try out some of these instant motivating ideas:

 Delegate routine tasks that do not require decision making but gives opportunities for workers to be in different forums; there are many such meetings where you can Copyright www.InstantStaffMotivation.com July2009 send a delegate or where training or information giving can be done by others in your team.

- Set up "a working party" to solve a problem or feed into an existing higher level meeting: An example is your team is expected to use the new computer system but there have been inconsistencies in the roll out program, all workers have had problems with the design. The working party can meet regularly and obtain all the information which you as the manager can then feed back at a more strategic level.
- Create "Super Users" who build up knowledge in certain key areas and then help out others within the team or to other teams.
- Set work plan goals which stretch workers current responsibilities and ensure they lead on the steps which will get them to achieve appropriate results.

If you do this as a leader you will benefit because you will have a team of workers where there will be more trust, interest, commitment, and increased problem solving abilities, workers developing and creating therefore being stimulated. You will see these motivations permeate individual workers, the team, and the company.

There maybe some fear for you about training them up and then loosing good workers but do not be worried about this as this is just a good reflection on your managerial skills which you will always be able to tap into with new staff, or when you start the new job which you will obtain from your hard work. You will also see that as a manager you will also be developing leadership skills which will stand you in good stead and increase your managerial repertoire.

### **Dear Reader**

It's not often that I take time from my busy schedule to endorse a product, but, in this instance, I felt that I had to. Why? Because, simply put, the OptiMINDzation audio CDs are absolutely the best brain boosting tool that I have ever come across.

If you want to increase your mental abilities, IQ and mental focus and start succeeding beyond your wildest dreams, you need to check it out!



www.instantstaffmotivation.com/optimindzation

# And Finally, if working smarter by cutting down your working hours per day is what you are looking for check out the following ....



www.instantstaffmotivation.com/replace-myself

### Here's Your Bonus An Inspirational Leadership Quote for your use for everyday of the Year!

### 1. Indira Gandhi

My grandfather once told me that there were two kinds of people: those who do the work and those who take the credit. He told me to try to be in the first group. There is much less competition.

### 2. Rosalynn Carter

A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go, but ought to be.

### 3. Anna Eleanor Roosevelt

It is not fair to ask of others what you are unwilling to do yourself.

### 4. Gail Sheehy

The secret of a leader lies in the tests he has faced over the whole course of his life and the habit of action he develops in meeting those tests.

### 5. Jesse Jackson

Leaders must be tough enough to fight, tender enough to cry, human enough to make mistakes, humble enough to admit them, strong enough to absorb the pain, and resilient enough to bounce back and keep on moving.

### 6. Rosemary Brown

Until all of us have made it, none of us have made it.

### 7. Mother Theresa

Do not wait for leaders. Do it alone, person to person.

### 8. Mary D. Poole

Leadership should be more participative than directive, more enabling than performing.

### 9. Marie Curie

One never notices what has been done; one can only see what remains to be done.

### 10. Harold S. Geneen

Leadership is practiced not so much in words as in attitude and in actions.

### 11.Arnold H. Glasgow

A good leader takes a little more than his share of the blame, a little less than his share of the credit.

### 12. Stephen R. Covey

Management works in the system; leadership works on the system.

### 13.Gen. H. Norman Schwarzkopf

Leadership is a combination of strategy and character. If you must be without one, be without the strategy.

### 14.Blaine Lee

The great leaders are like the best conductors - they reach beyond the notes to reach the magic in the players.

### 15. Arnold Glasgow

One of the tests of leadership is the ability to recognize a problem before it becomes an emergency.

### 16. Stephen Covey

Effective leadership is putting first things first. Effective management is discipline, carrying it out.

### 17. Unknown Author

A real leader faces the music, even when he doesn't like the tune.

### 18. Ronald Reagan

A leader, once convinced that a particular course of action is the right one, must be undaunted when the going gets tough.

### 19. Napoleon Hill

The best job goes to the person who can get it done without passing the buck or coming back with excuses.

### 20. Andrew Carnegie

No man will make a great leader who wants to do it all himself or to get all the credit for doing it.

### 21. Donald H. McGannon

Leadership is action, not position

### 22.Joe Batten

The first task of a leader is to keep hope alive.

### 23. John C. Maxwell

A leader is one who knows the way, goes the way and shows the way.

### 24. Henry Kissinger

Leaders must invoke an alchemy of great vision.

### 25. Dwight D. Eisenhower

Pull the string, and it will follow wherever you wish. Push it, and it will go nowhere at all.

### 26. Max Lucado

A man who wants to lead the orchestra must turn his back on the crowd.

### 27. Johann Wolfgang Von Goethe

Treat people as if they were what they ought to be and you help them to become what they are capable of being.

### 28. William James

A great many people think they are thinking when they are merely rearranging their prejudices.

### 29. Arab proverb

An army of sheep led by a lion would defeat an army of lions led by a sheep.

### **30.John Steinbeck**

It is the nature of man to rise to greatness if greatness is expected of him.

### 31.Jim Rohn

Leadership is the challenge to be something more than average.

### **32.Theodore Roosevelt**

The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint to keep from meddling with them while they do it.

### 33. George Patton

Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity.

### 34.Ken Kesey

You don't lead by pointing and telling people some place to go. You lead by going to that place and making a case.

### 35.Sam Rayburn

You cannot be a leader, and ask other people to follow you, unless you know how to follow, too.

### 36.Dwight Eisenhower

You do not lead by hitting people over the head - that's assault, not leadership.

### 37.Lao Tzu

To lead people, walk beside them ... As for the best leaders, the people do not notice their existence. The next best, the people honor and praise. The next, the people fear; and the next, the people hate. When the best leader's work is done the people say, "We did it ourselves".

### 38. Vincent Lombardi

Leadership is based on a spiritual quality; the power to inspire the power to inspire others to follow.

### **39.Unknown Author**

A leader leads by example, whether he intends to or not.

### 40. Gene Mauch

You can't lead anyone else further than you have gone yourself.

### 41.John Maxwell

Leaders must be close enough to relate to others, but far enough ahead to motivate them.

### 42. Kenneth Blanchard

The key to successful leadership today is influence, not authority.

### **43.Unknown Author**

You can't measure the heart of a champion.

### **44. Harry Truman**

Men make history, and not the other way around. In periods where there is no leadership, society stands still. Progress occurs when courageous, skillful leaders seize the opportunity to change things for the better.

### 45. Mark Clement

Leaders who win the respect of others are the ones who deliver more than they promise, not the ones who promise more than they can deliver.

### 46. Tacitus

Reason and judgment are the qualities of a leader

### 47.Lou Holtz

Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it.

### 48. Benjamin Disraeli:

Nurture your mind with great thoughts; to believe in the heroic makes heroes.

### 49. Henry Clay:

Of all the properties which belong to honorable men, not one is so highly prized as that of character.

### 50. Elbert Hubbard:

One machine can do the work of fifty ordinary men. No machine can do the work of one extraordinary man.

### 51.Don Quixote:

One man scorned and covered with scars still strove with his last ounce of courage to reach the unreachable stars; and the world was better for this.

### **52.Mary Pickford:**

You may have a fresh start any moment you choose, for this thing that we call "failure" is not the falling down, but the staying down.

### 53. Mahatma Gandhi

You must be the change you wish to see in the world.

### **54.Unknown Author:**

Your options are limited only by your fears.

### 55.James Allen:

You will never do anything in this world without courage. It is the greatest quality of the mind next to honor.

### 56.Samuel Johnson:

Your aspirations are your possibilities.

### 57. George S. Patton:

You're never beaten until you admit it.

### **58.Earvin Magic Johnson:**

You're the only one who can make the difference. Whatever your dream is, go for it.

### 59. Henry George:

Let no man imagine that he has no influence. Whoever he may be, and wherever he may be placed, the man who thinks becomes a light and a power.

### 60.Lewis Grizzard:

Life is like a dogsled team. If you ain't the lead dog, the scenery never changes

### 61. George Bernard Shaw:

Life is no brief candle to me. It is a sort of splendid torch which I have got a hold of for the moment, and I want to make it burn as brightly as possible before handing it on to future generations.

### **62.Washington Irving:**

Little minds attain and are subdued by misfortunes; but great minds rise above them.

### **63.Henry Gilmer:**

Look over your shoulder now and then to be sure someone's following you.

### **64.Frank Mckinney Hubbard:**

Lots of folks confuse bad management with destiny.

### 65.E. B. White:

Luck is not something you can mention in the presence of self-made men.

### 66. Daniel H. Burnham:

Make no little plans. They have no magic to stir men's blood and probably themselves will not be realized. Make big plans. Aim high in hope and work. Remembering that a noble, logical diagram once recorded will not die.

### 67. Niccolo Machiavelli:

Make no small plans for they have no power to stir the soul.

### 68. Mark Twain:

The miracle, or the power, that elevates the few is to be found in their perseverance under the promptings of a brave, determined spirit.

### 69.John Naisbitt:

The new source of power is not money in the hands of a few, but information in the hands of many.

### 70. Mike Ditka:

The ones who want to achieve and win championships motivate themselves

### 71. James Broughton:

The only limits are, as always, those of vision.

### 72.Robert Frost:

The only way around is through.

### 73. Winston Churchill:

The optimist sees opportunity in every danger; the pessimist sees danger in every opportunity.

### 74. George F. Will:

The pursuit of perfection often impedes improvement.

### 75. Ray Kroc:

The quality of a leader is reflected in the standards they set for themselves.

### **76. Harold Taylor:**

The roots of true achievement lie in the will to become the best that you can become.

### 77.Jon Holt

The true test of character is not how much we know how to do, but how we behave when we don't know what to do.

### 78. Theodore M. Hesburgh:

The very essence of leadership is that you have to have vision. You can't blow an uncertain trumpet.

### 79. Unknown Author:

The whole world steps aside for the man who knows where he is going.

### 80. Harold R. McAlindon:

The world leaders in innovation and creativity will also be world leaders in everything else.

### 81. Willie Shoemaker:

There are one hundred and ninety nine ways to get beat, but only one way to win; get there first.

### 82. George Herbert:

There is great force hidden in a gentle command.

### 83. William Congreve:

There is in true beauty, as in courage, somewhat which narrow souls cannot dare to admire.

### **84.French Proverb:**

There is no pillow so soft as a clear conscience.

### 85. Douglas MacArthur:

There is no substitute for victory.

### **86.Simeon Ben Eleazar:**

Greater is he who acts from love than he who acts from fear.

### 87.Jyrus:

He conquers twice who conquers himself in victory.

### 88. Seneca:

He who has great power should use it lightly.

### 89. John Milton, from Paradise Lost:

He who reins within himself and rules passions, desires, and fears is more than a king.

### 90.B. C. Forbes:

History has demonstrated that the most notable winners usually encountered heartbreaking obstacles before they triumphed. They won because they refused to become discouraged by their defeats.

### 91.Billy Graham:

Hot heads and cold hearts never solved anything.

### 92. Henry Ford:

I am looking for a lot of men who have an infinite capacity to not know what can't be done.

### 93. Graeme Edwards:

It's not the plan that is important, it's the planning.

### 94. Justinian:

Keep cool and you will command everyone.

### 95. Alvin Toffler:

Knowledge is the most democratic source of power.

### **96.George Patton:**

Lead me, follow me, or get out of my way.

### 97. Harlan Cleveland:

Leaders are problem solvers by talent and temperament, and by choice.

### 98. Alexander Pope:

A brave man thinks no one superior who does him injury; for make himself superior to the other by forgiveness.

### 99. Calvin Coolidge:

You can't do everything at once, but you can do something at once.

### 100. Les Brown:

You have the power to change.

### **101.** Brian Tracy:

You have within you, right now, everything you need to deal with whatever the world can throw at you.

### 102. Unknown Author:

You make a living by what you get, but you make a life by what you give.

### 103. Frank Gaines:

Only he who can see the invisible can do the impossible.

### **104.** T. S. Eliot:

Only those who will risk going too far can possibly find out how far one can go.

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### **105.** Brian Tracy:

Only undertake what you can do in an excellent fashion. There are no prizes for average performance.

### 106. Unknown Author:

Ordinary people think merely of spending time. Great people think of using it.

### **107.** Thomas Carlyle:

Our main business is not to see what lies dimly at a distance, but to do what lies clearly at hand.

### 108. Sam Walton:

Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it's amazing what they can accomplish.

### 109. Zig Ziglar:

Outstanding people have one thing in common: an absolute sense of mission.

### 110. Lord Macaulay:

The highest proof of virtue is to possess boundless power without abusing it.

### 111. Napoleon Bonaparte:

The human race is governed by its imagination.

### **112.** Harry A. Overstreet:

The immature mind hops from one thing to another; the mature mind seeks to follow through.

### **113.** John Quincy Adams:

The influence of each human being on others in this life is a kind of immortality.

### 114. Napoleon Hill:

The jack of all trades seldom is good at any. Concentrate all of your efforts on one definite chief aim.

### **115.** Benjamin Disraeli:

The legacy of heroes is the memory of a great name and the inheritance of a great example.

### 116. William A. Ward:

The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires

### 117. Herbert N. Casson:

The men who succeed are the efficient few. They are the few who have the ambition and will power to develop themselves.

### 118. Norman Vincent Peale:

The mind, ever the willing servant, will respond to boldness, for boldness, in effect, is a command to deliver mental resources.

### 119. Andrew Carnegie:

There is no use whatever trying to help people who do not help themselves. You cannot push anyone up a ladder unless he be willing to climb himself.

### 120. Niccolo Machiavelli from The Prince:

There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success than to take the lead in the introduction of a new order of things.

### 121. Oscar Wilde

Those who try to lead the people can only do so by following the mob.

### **122.** Albert Einstein

When the solution is simple, God is answering.

### 123. Abraham Lincoln

Whatever you are, be a good one.

### 124. Eleanor Roosevelt

You must do the thing you think you cannot do.

### 125. Paul J. Meyer

Productivity is never an accident. It is always a result of a commitment to excellence, intelligent planning, and focused effort.

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### 126. Clarence B. Randall

The leader must know, most know that he knows, and must be able to make it abundantly clear to those about him that he knows.

### 127. Albert Einstein

The led must not be compelled, they must be able to choose their own leader.

### 128. John Fitzgerald Kennedy

Leadership and learning are indispensable to each other.

### 129. Colin Powell

The day soldiers stop bringing you their problems is the day you have stopped leading them. They have either lost confidence that you can help them or concluded that you do not care. Either case is a failure of leadership.

### 130. Thomas J. Watson

Nothing so conclusively proves a man's ability to lead others as what he does from day to day to lead himself.

### 131. Benjamin Franklin

He that cannot obey, cannot command.

### 132. Adlai Stevenson

It's hard to lead a cavalry charge if you think you look funny on a horse.

### 133. Albert Einstein

Great spirits have always found violent opposition from mediocrities. The latter cannot understand it when a man does not thoughtlessly submit to hereditary prejudices but honestly and courageously uses his intelligence.

### 134. Barack Obama

I always believe that ultimately, if people are paying attention, then we get good government and good leadership. And when we get lazy, as a democracy and civically start taking shortcuts, then it results in bad government and politics.

### 135. Carl Sagan

But the fact that some geniuses were laughed at does not imply that all who are laughed at are geniuses. They laughed at Columbus, they laughed at Fulton, they laughed at the Wright brothers. But they also laughed at Bozo the Clown.

### 136. Don Marquis

If you make people think they're thinking, they'll love you. If you really make them think, they'll hate you.

### 137. Edwin H. Friedman

Leadership can be thought of as a capacity to define oneself to others in a way that clarifies and expands a vision of the future.

### **138.** Eric Hoffer

In times of change, learners inherit the Earth, while the learned find themselves beautifully equipped to deal with a world that no longer exists.

### 139. Ernest Becker

It is not so much that man is a herd animal, said Freud, but that he is a horde animal led by a chief.

### 140. Everett Dirksen

I am a man of fixed and unbending principles, the first of which is to be flexible at all times.

### 141. Faye Wattleton

The only safe ship in a storm is leadership.

### 142. Faye Wattleton

Whoever is providing leadership needs to be as fresh and thoughtful and reflective as possible to make the very best fight.

### 143. H. Ross Perot

Inventories can be managed, but people must be led.

### 144. Henrik Ibsen

A community is like a ship; everyone ought to be prepared to take the helm.

### 145. Herbert B. Swope

I cannot give you the formula for success, but I can give you the formula for failure: which is: Try to please everybody.

### 146. Isaac Newton

If I have seen farther than others, it is because I was standing on the shoulder of giants.

### 147. James Callaghan

A leader must have the courage to act against an expert's advice.

### 148. James Kouzes and Barry Posner

There's nothing more demoralizing than a leader who can't clearly articulate why we're doing what we're doing.

### 149. James MacGregor Burns

Divorced from ethics, leadership is reduced to management and politics to mere technique.

### 150. Jesse Jackson

Time is neutral and does not change things. With courage and initiative, leaders change things.

### 151. John Gardner

Most important, leaders can conceive and articulate goals that lift people out of their petty preoccupations and unite them in pursuit of objectives worthy of their best efforts.

### 152. John Naisbitt

Leadership involves finding a parade and getting in front of it.

### 153. Margaret Chase Smith

Leadership is not manifested by coercion, even against the resented. Greatness is not manifested by unlimited pragmatism, which places such a high premium on the end justifying any means and any measures.

### 154. Naom Chomsky

It is the responsibility of intellectuals to speak the truth and expose lies.

### 155. Plato

A tyrant is always stirring up some war or other, in order that the people may require a leader.

### 156. Ralph Nader

I start with the premise that the function of leadership is to produce more leaders, not more followers.

### 157. Robert Louis Stevenson

Keep your fears to yourself, but share your inspiration with others.

### 158. Elaine Agather

The leadership instinct you are born with is the backbone. You develop the funny bone and the wishbone that go with it.

### 159.. Robert Half

Delegating work works, provided the one delegating works, too.

### 160.. Theodore M. Hesburgh

The very essence of leadership is that you have to have vision. You can't blow an uncertain trumpet.

### 161. Steve Jobs

Innovation distinguishes between a leader and a follower.

### 162. John Maxwell

A great leader's courage to fulfill his visions comes from passion, not position.

### 163. John Quincy Adams

If your actions inspire others to dream more, learn more, do more and become more, you are a leader.

### 164. Hindu Proverb:

There is nothing noble about being superior to some other man. The true nobility is in being superior to your previous self.

### 165. Peter F. Drucker

Management is doing things right; leadership is doing the right things.

### 166. Benjamin Disraeli

I must follow the people. Am I not their leader?

### 167. Rosabeth Moss Kantor:

Leaders are more powerful role models when they learn than when they teach.

### 168. Rosalynn Carter:

A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go but ought to be.

### **169.** Stephen Covey

Effective leadership is putting first things first. Effective management is discipline, carrying it out.

### 170. Susan B. Anthony

Cautious, careful people, always casting about to preserve their reputation and social standing, never can bring about a reform. Those who are really in earnest must be willing to be anything or nothing in the world's estimation, and publicly and privately, in season and out, avow their sympathy with despised and persecuted ideas and their advocates, and bear the consequences.

### 171. Theodore Hesburgh

The very essence of leadership is that you have to have a vision.

### 172. Thich Nhat Hanh

You who are journalists, writers, citizens, you have the right and duty to say to those you have elected that they must practice mindfulness, calm and deep listening, and loving speech. This is universal thing, taught by all religions.

### 173. Tom Peters

If you're not confused, you're not paying attention.

### 174. Tony Blair

The art of leadership is saying no, not yes. It is very easy to say yes.

### 175. Unknown Author

Some leaders are born women.

### 176. Vince Lombardi

Leaders aren't born they are made. And they are made just like anything else, through hard work. And that's the price we'll have to pay to achieve that goal, or any goal.

### 177. Walter Lippman

The final test of a leader is that he leaves behind him in other men the conviction and the will to carry on.

### 178. Walter Wink

South African Archbishop Desmond Tutu walked by a construction site on a temporary sidewalk the width of one person. A white man appeared at the other end, recognized Tutu, and said, "I don't make way for gorillas." At which Tutu stepped aside, made a deep sweeping gesture, and said, "Ah, yes, but I do."

### 179. Warren Bennis

The manager asks how and when; the leader asks what and why.

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### 180. Warren Bennis

The manager accepts the status quo; the leader challenges it.

### 181. Warren G. Bennis

The most dangerous leadership myth is that leaders are born -- that there is a genetic factor to leadership. This myth asserts that people simply either have certain charismatic qualities or not. That's nonsense; in fact, the opposite is true. Leaders are made rather than born.

### 182. Winston Churchill

The price of greatness is responsibility.

### 183. Edward Bulwer-Lytton

The best teacher is the one who suggests rather than dogmatizes, and inspires his listener with the wish to teach himself.

### **184.** Malcolm Forbes

The best vision is insight.

### 185. Thucydides

The bravest are surely those who have the clearest vision of what is before them, glory and danger alike, and yet notwithstanding, go out and meet it.

### **186.** Don Coryell

The country is full of good coaches. What it takes to win is a bunch of interested players.

### 187. Ralph Waldo Emerson

The creation of a thousand forests is in one acorn.

### 188. John W Gardner

The cynic says, "One man can't do anything". I say, "Only one man can do anything."

### **189.** Henry Ward Beecher

The difference between perseverance and obstinacy is that one often comes from a strong will, and the other from a strong won't.

### 190. Lucretius

The drops of rain make a hole in the stone, not by violence, but by oft falling.

### 191. Woodrow Wilson

The ear of the leader must ring with the voices of the people.

### 192. Andrew Carnegie

The first one gets the oyster the second gets the shell.

### **193.** Thomas Huxley

The rung of a ladder was never meant to rest upon, but only to hold a man's foot long enough to enable him to put the other somewhat higher.

### 194. Russian Proverb

The same hammer that shatters the glass forges the steel.

### 195. Henri B. Stendha

The shepherd always tries to persuade the sheep that their interests and his win are the same.

### 196. Unknown Author

The sign on the door of opportunity reads PUSH.

### 197. Ovid

The spirited horse, which will try to win the race of its own accord, will run even faster if encouraged.

### 198. George Eliot

The strongest principle of growth lies in human choice.

### 199. Orison Swett Marden

The successful men of today are men of one overmastering idea, one unwavering aim, men of single and intense purpose.

### 200. Confucius

The superior man is distressed by the limitations of his ability; he is not distressed by the fact that men do not recognize the ability that he has.

### 201. William Penn

The tallest trees are most in the power of the winds, and ambitious men of the blasts of fortune.

### 202. Martin Luther King Jr

The time is always right to do what is right.

### 203. Rosalynn Carter

You have to have confidence in your ability, and then be tough enough to follow through.

### 204. Unknown Author

You make a living by what you get, but you make a life by what you give.

### 205. Knute Rockne

One player practicing sportsmanship is far better than 50 preaching it.

### **206.** Groucho Marx

Only one man in a thousand is a leader of men - the other 999 follow women.

### 207. Nancy Kerrigan

Part of being a champ is acting like a champ. You have to learn how to win and not run away when you lose. Everyone has bad stretches and real successes. Either way, you have to be careful not to lose your confidence or get to confident.

### 208. Kenneth Blanchard

The key to successful leadership is influence, not authority.

### 209. Alexander Hamilton

Those who stand for nothing fall for anything.

### 210. George Bernard Shaw

People are always blaming their circumstances for what they are. I don't believe in circumstances. The people who get on in this world are the people who get up and look for the circumstances they want, and, if they can't find them, make them.

### 211. James Baldwin

People can cry much easier than they can change.

### 212. Walter Elliott

Perseverance is not a long race it is many short races one after another.

### 213. Edward Eggleston

Persistent people begin their success where others end in failure.

### 214. Aesop

Plodding wins the race.

### 215. Johann Wolfgang Von Goethe

Plunge boldly into the thick of life, and seize it where you will, it is always interesting.

### 216. Brooke

Power is the ability to do good things for others.

### 217. Norman Vincent Peale

Practice hope. As hopefulness becomes a habit, you can achieve a permanently happy spirit.

### 218. Joseph Pulitzer

Put it before them briefly so they will read it, clearly so they will appreciate it, picturesquely so they will remember it, and above all, accurately so they will be guided by its light.

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### 219. Tony Robbins

Put yourself in a state of mind where you say to yourself, "Here is an opportunity for me to celebrate like never before, my own power, my own ability to get myself to do whatever is necessary."

### 220. Bob Moawad

Quality begins on the inside... and then works its way out.

### 221. Sophocles

Rather fall with honor than succeed by fraud.

### 222. Ralph Vaull Starr

Reach high, for stars lie hidden in your soul. Dream deep, for every dream precedes the goal.

### 223. Lucian

Realize that true happiness lies within you.

### 224. Zig Ziglar

Remember, what you get by reaching your destination isn't nearly as important as what you become by reaching your goals - what you will become is the winner you were born to be!

### 225. Horace

Rule your mind or it will rule you.

### 226. Laurence J. Peter

Slump, and the world slumps with you. Push, and you push alone.

### 227. Max Depree

The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.

### 228. Norman Vincent Peale

The first step is to fill your life with a positive faith that will help you through anything. The second is to begin where you are.

### 229. Ralph Nader

The function of leadership is to produce more leaders, not more followers.

### 230. Thomas J. Watson

The great accomplishments of man have resulted from the transmission of ideas of enthusiasm.

### 231. Robert Collier

The great successful men of the world have used their imagination... they think ahead and create their mental picture in all it details, filling in here, adding a little there, altering this a bit and that a bit, but steadily building - steadily building.

### 232. Oliver Wendell Holmes

The great thing in the world is not so much where we stand, as in what direction we are moving.

### 233. Charles Kaiser, Jr

The greatest enemy of best is "good". If you're willing to accept "good" you'll never be the "best".

### 234. William James

The greatest revolution of our generation is the discovery that human beings, by changing the inner attitudes of their minds, can change the outer aspects of their lives.

### 235. Miguel Cervantes

To be prepared is half the victory.

### 236. Douglas MacArthur

To dilute the will to win is to destroy the purpose of the game. There is no substitute for victory.

### 237. Goethe

To think is easy. To act is hard. But the hardest thing in the world is to act in accordance with your thinking.

### 238. Pierre Corneille

To win without risk is to triumph without glory.

### 239. Leo Buscaglia

Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.

### 240. Dr. Robert Schuller

Tough times never last, but tough people do.

### 241. Jimmy Johnson

Treat a person as he is, and he will remain as he is. Treat him as he could be, and he will become what he should be.

### 242. John F. Kennedy

Victory has a thousand fathers, but defeat is an orphan.

### 243. John Kotter

Leaders establish the vision for the future and set the strategy for getting there; they cause change. They motivate and inspire others to go in the right direction and they, along with everyone else, sacrifice to get there.

### 244. George Van Valkenburg: Quotes about Leadership

Leadership is doing what is right when no one is watching.

### 245. Buck Rodgers: Quotes about Leadership

Leadership is the ability of a single individual through his or her actions to motivate others to higher levels of achievement.

### 246. Mark Twain

Courage is the mastery of fear, not the absence of fear.

### 247. Charles de Gaulle

Deliberation is the work of many men. Action, of one alone.

### 248. Edward Hennessy

Ethics must begin at the top of an organization. It is a leadership issue and the chief executive must set the example.

### 249 Albert Schweitzer

Example is not the main thing in influencing others, it is the only thing.

### 250. Howard Thurman

Follow the grain in your own wood.

### 251. Eleanor Roosevelt

You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.

### 252. Hubert H. Humphrey

Leadership in today's world requires far more than a large stock of gunboats and a hard fist at the conference table.

### 253. John Kenneth Galbraith

All of the great leaders have had one characteristic in common: it was the willingness to confront unequivocally the major anxiety of their people in their time. This, and not much else, is the essence of leadership.

### 254. Henry Miller

The real leader has no need to lead—he is content to point the way.

### 255. Theodore Roosevelt

People ask the difference between a leader and a boss. . . . The leader works in the open, and the boss in covert. The leader leads, and the boss drives.

### 256. Kouzes & Posner

A leader's dynamic does not come from special powers. It comes from a strong belief in a purpose and a willingness to express that conviction.

### **257. Irwin Federman**, CEO Monolithic Memories

Trust is a risk game. The leader must ante up first.

### **258. Irwin Federman**, CEO Monolithic Memories

Your job gives you authority. Your behavior gives you respect.

### 259. Dr. Abraham Zaleznik

Inspired leaders move a business beyond problems into opportunities.

### 260. Jerry Junkins

Leadership happens at every level of the organization and no one can shirk from this responsibility.

### **261.** George S. Odiorne

Coaching isn't an addition to a leader's job, it's an integral part of it.

### 262. Deng Ming-Dao

Cooperation with others. Perception, experience, tenacity. Know when to lead and when to follow.

### 263. Eric Harvey

No one enjoys addressing others' deficiencies. But failure to do so sends the message that people are on track when they really aren't. And that may be the greatest disservice a leader can do to someone else.

### **264.** Eric Harvey

Little value comes out of the belief that people will respond progressively better by treating them progressively worse.

### 265. Margaret Thatcher

Being powerful is like being a lady. If you have to tell people you are, you aren't.

### 266. Alexander Lucia

Truly great leaders spend as much time collecting and acting upon feedback as they do providing it.

### **267.** James L Hayes

If leaders are careless about basic things - telling the truth, respecting moral codes, proper professional conduct - who can believe them on other issues?

### 268. John Gardner

A loyal constituency is won when people ... judge the leader to be capable of solving their problems and meeting their needs.

### 269. Lao Tzu

The leader is a teacher who succeeds without taking credit. And, because credit is not taken, credit is received.

### 270. Lane Secretan

Leadership flows from the minds of followers more than from the titles of leaders, more from the perception of willing followers than from anointment.

### 271. Dr. Losoncy

The motivating team leader is that one person with a dream for the future.

### 272. John Zenger

Managers control. Leaders create commitment.

### 273. Japanese proverb

If he works for you, you work for him.

### 274. Noreen Haffner

If you really want people to respond to your leadership, you have to have a personal relationship with them. they need to know you're dependable and that you'll be there if they have a problem. That's personal power to me.

### 275. W. Somerset Maugham

If you refuse to accept anything but the best, you very often get it.

### 276. Frank C. Ross

The world is moved not only by the mighty shoves of the heroes, but also by the aggregate of the tiny pushes of each honest worker.

### 278. Orlando A. Battista

Tact is the ability to make a person see lightning without letting him feel the bolt.

### 279. Dwight D. Eisenhower

A sense of humor is part of the art of leadership, of getting along with people, of getting things done.

### 280. Albert Einstein

Setting an example is not the main means of influencing others, it is the only means.

### 281. Florence M. Stone

Being honest and open is the only way to convince cynical employees that you truly want to establish a partnership with them.

### 282. John Maxwell

Leadership development is a lifetime journey, not a quick trip.

### 283. John Kolter

Leaders cause it and make the competition change.

### 284. Dale E. Zand

You can't be a leader if you can't influence others to act.

### 285. Warren Bennis

Leadership without character is unthinkable - or should be.

### 286. Anita Roddick

Make heroes out of the employees who personify what you want to see in the organization.

### 287. Ted Turner

Lead, Follow - or get the hell out of the way

### 289. Noel Tichy

The best leaders use stories to answer three simple questions: Who am I? Who are we? Where are we going? ... So what's your story?

### 290. Noel Tichy

Leadership is about change... The best way to get people to venture into unknown terrain is to make it desirable by taking them there in their imaginations.

### 291. Margaret Mead

Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

### 292. Eisenhower

The one quality that can be developed by studious reflection and practice is the leadership of men.

### 293. Warren Bennis

Listening to the inner voice – trusting the inner voice – is one of the most important lessons of leadership.

### 294. Warren Bennis

The first basic ingredient of leadership is a guiding vision. The leader has a clear idea of what he wants to do – professionally and personally – and the strength to persist in the face of setbacks, even failures.

### 295. Theodore Hesburgh

The very essence of leadership is that you have to have a vision. It's got to be a vision you articulate clearly and forcefully on every occasion.

### 296. Gerald Faust

Self-control is a critical leadership skill. Leaders generally are able to plan and work at a task over a longer time span than those they lead.

### 297. Warren Bennis

Unlike top management at Enron, exemplary leaders reward dissent. They encourage it. They understand that, whatever momentary discomfort they experience as a result of being told they might be wrong, it is more than offset by the fact that the information will help them make better decisions.

### 298. Ken Melrose

Leaders must behave the way they wish their followers would behave. Leadership is not a position. It is a combination of something you are (character) and some things you do (competence).

### 299. Ken Melrose

What does the organization, my stakeholders, need me to be today: a coach, a teacher, a decision maker, a supporter, a listener, a pilgrim, a servant, someone who makes waves?

### 300. Bear Bryant

Don't make them in your image. Don't even try. My assistants don't look alike, think alike, or have the same personalities. And I sure don't want them thinking the way I do. You don't strive for sameness, you strive for balance.

### 301. Jerry Junkins

Leadership happens at every level of the organization and no one can shirk from this responsibility.

### 302. Joe D. Batton

The actions of a responsible executive are contagious.

### 303. Ken Blanchard

The key to successful leadership today is influence, not authority.

### 304. Dr. Martin Luther King

Greatness is determined by service.

### 305. Memo to CEOs, Fast magazine, June, 2002

Real heroes are those who encourage others to act heroically. Leaders make more leaders.

### 306. President Bill Clinton

The law... requires that we chart a course for every endeavor... see how well we are progressing, tell the public how we are doing, stop the things that don't work, and never stop improving...

### 307. Irwin Federman

Your job gives you authority. Your behavior gives you respect.

### 308. Dr. Abraham Zaleznik

Leaders get excited about their work and by their contagion, stimulate their (followers.) Excitement builds strong relationships and high morale throughout an organization

### 309. Jerry Junkins

Leadership happens at every level of the organization and no one can shirk from this responsibility.

### 310. James Kent

Nothing is so potent as the silent influence of a good example.

### 311. George S. Odiorne

Coaching isn't an addition to a leader's job, it's an integral part of it.

### 312. Deng Ming-Dao

Cooperation with others. Perception, experience, tenacity. Know when to lead and when to follow.

### 313. Terry Paulson

Find a middle ground between a doormat and a steamroller.

### 314. Vance Packard

Leadership appears to be the art of getting others to want to do something you are convinced should be done.

### 315. Eric Harvey

No one enjoys addressing others' deficiencies. But failure to do so sends the message that people are on track when they really aren't. And that may be the greatest disservice a leader can do to someone else.

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### 324. Dr. Losoncy

The motivating team leader is that one person with a dream for the future.

### 325. Lance Secretan

Leadership is just another word for training.

### 326. Morris Wilks

A company is like a ship. Everyone ought to be prepared to take the helm.

## 327. Doug Smith

Leaders need to strike a balance between action and patience.

### 328. Warren Bennis

Successful leadership requires positive self-regard fused with optimism about a desired outcome.

### 329. Warren Bennis

Leadership without mutual trust is a contradiction in terms.

### 330. Warren Bennis

If you think about it, people love others not for who they are, but for how they make us feel. We willingly follow others for much the same reason -- it makes us feel good to do so.

### 331. Max DePree

The signs of outstanding leadership are found among the followers.

### 332. Kouzes and Posner

To get a feel for the true essence of leadership, assume everyone who works for you is a volunteer.

### 333. Danny Cox

Ineffective leaders don't react to problems, they respond to problems and learn.

### 334. Danny Cox

The level of morale is a good barometer of how each of your people is experiencing your leadership.

### 335. Katzenbach & Smith

Effective team leaders realize they neither know all the answers, nor can they succeed without the other members of the team.

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### 336. Will Schutz

If I, the group leader, expect you, the group member, to be weak, then I elicit the weak part of you. If I expect you to be able to cope, I elicit your strength.

### 337. Danny Cox

We are only as effective as our people's perception of us.

### 338. Danny Cox

Nobody in your organization will be able to sustain a level of motivation higher than you have as their leader.

### 339. Peter Block

We are reluctant to let go of the belief that if I am to care for something I must control it.

### 340. Peter Block

If you need ownership and responsibility from core workers, patriarchy can't get you there.

### 341. Sam Walton

Communicate everything to your associates. The more they know, the more they care. Once they care, there is no stopping them.

### 342. Betsy Sanders

You very best people will respond to what you actually do, what you evidently measure, and what you openly reward -- every single time.

### 343. John Whitmore

Coaching is unlocking a person's potential to maximize their own performance. It is helping them to learn rather than teaching them.

### 344. Dr. Lewis Losoncy

The most vital task of the leader is to motivate, inspire, empower and encourage the team's primary resource -- the unlimited, creative human potential to find better ways.

### 345. Dr. Lewis Losoncy

Team leader's encouragement = Team's courage to believe.

### 346. Jack Hawley

Manageers manage people and the human effort. Leaders focus on the deeper, non-physical dimension -- energy, heart and spirit. Managers deal in organizational form, leaders embrace the unified culture and community.

### 347. Goethe

If you want someone to develop a specific trait, treat them as though they already had it.

### 348. James O'Toole

95% of American managers today say the right thing. 5% actually do it.

### 349. Dinkmeyer and Eckstein

Leadership is an activity -- an influence process in which an individual gains the trust and commitment of others and without recourse to formal position or authority moves the group to the accomplishment of oneor more tasks.

### 350. Harvey Geenan

The key element in good business management is emotional attitude. The rest is mechanics.

### 351. Jonh Zenger

Managers control. Leaders create commitment.

### **352.** W. Wilcox

A pat on the back is only a few vertebrae removed from a kick in the pants, but is miles ahead in results.

### 353. Frank C. Ross

The world is moved not only by the mighty shoves of the heroes, but also by the aggregate of the tiny pushes of each honest worker.

### 354. John H. Patterson

To survive, men and business and corporations must serve.

### 355. Harold R. McAlindon

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Do not follow where the path may lead. Go instead where there is no path and I eave a trail.

### 356. Alexandre Ledru-Rollin

There go the people. I must follow them for I am their leader.

### **357.** Thomas Carlyle

The history of the world is but the biography of great men.

### 358. General Douglas MacArthur

A general is just as good or just as bad as the troops under his command make him.

### 359. Henry Miller

The real leader has no need to lead-- he is content to point the way.

### 360. Publilius Syrus

Any one can hold the helm when the sea is calm.

### **361.** Proverbs 29:18

Where there is no vision, the people perish.

### 362. Horace

Misfortunes, untoward events, lay open, disclose the skill of a general, while success conceals his weakness, his weak points.

### 363. Henry W. Longfellow

In this world a man must either be an anvil or hammer

### 364. Robert Burton

I light my candle from their torches.

### 365. Woodrow Wilson

Leadership does not always wear the harness of compromise.

### **366.** Publius Syrus

The greater a man is in power above others, the more he ought to excel them in virtue. None ought to govern who is not better than the governed.

### 367. Giuseppe Garibaldi

A bold onset is half the battle.

### 368. Cornelius Nepos

The power is detested, and miserable the life, of him who wishes to be feared rather than to be loved.

### 369. Napoleon Bonaparte

When I give a minister an order, I leave it to him to find the means to carry it out.

### 370. Sophocles

What you cannot enforce / Do not command.

### 371. H. H. Vreeland

No man can stand on top because he is put there.

### 372. Ovid

A ruler should be slow to punish and swift to reward.

### **373. Solon**

He who has learned how to obey will know how to command.

### 374. Latin Proverb

It is absurd that a man should rule others, who cannot rule himself. (Absurdum est ut alios regat, qui seipsum regere nescit.)

### 375. Marian Anderson

Leadership should be born out of the understanding of the needs of those who would be affected by it.

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