



## BEING a Leader Live! | June 5

### PEER-to-PEER Knowledge Sharing

Insight, Wisdom and Contributions from Participants

*At registration, we asked everyone two questions – first, to share their TOP CHALLENGE in being the best LEADER they can be, and second, to pass along a LEADERSHIP BEST PRACTICE, a lesson learned, or a tip that others might find useful. Below is a summary of the responses received.*

*We encourage you to read through them. They will be helpful in extending your BEING a Leader LIVE! ONLINE learning experience. Together, they represent a global cross-industry/cross-sector, peer-to-peer knowledge exchange from leaders and innovators from over 30 countries --- over 340 insights to consider. You'll find the responses, insightful, validating, and inspiring.*

## What is the TOP CHALLENGE you face today in being the best LEADER you can be?

1. Access to senior leaders
2. Adapting myself to the many different behavior styles I interact with daily. Speaking to people as they want to be spoken too.
3. Again, working on funding issues.
4. Aligning values (culture) to organizational goals.
5. Alignment with organizational culture.
6. Allowing myself to have the courage to be wrong.
7. Although presently retired, the common theme was to compete in a male dominated industry. Although I became the first female representative of the American lighting association, over 35 years ago, there has never been a female president of that division.
8. Attempting to keep teams motivated in the environment of outsourcing, reduced budget and headcount cuts/ freezes
9. Attract and motivating top talent under tight financial constraints
10. Balancing the various aspects of my life and giving every are its rightful due
11. Balancing various and continuously changing priorities while staying focused on completing project successfully
12. Becoming more myself: Don't t ask yourself what the world needs. Ask yourself what makes you come alive and then go do that. Because what the world needs is people who have come alive." --- Howard Thurman

13. Being a catalyst in helping people demonstrate their potential.
14. Being called a leader and recognized as one, but not being treated as one.
15. Being fair and recognizing uniqueness/challenges based on regional differences
16. Being remote from my entire team
17. Biggest challenge is helping team members navigate and flourish through change. Change is a constant; however, every individual on your team handles the transition differently.
18. Breaking through the paradigm that leadership success is measured by the bottom line with a lack of accountability to the consequences on people and planet
19. Bringing in a care and concern for all life into modern business practices.
20. Budget justification
21. Bureaucratic and people challenges that want to keep things the same old ways.
22. Business ethics, accuracy in reporting factual data, not what looks good on paper. Inaccurate data in status reports from customers and internal PMs on the customer accounts. Lack of training and knowledge in PM and accounting best practices.
23. Charting a path to a desired outcome requires clear and inspiring communication to the team, group, or organization. What are the best ways to evaluate those people involved, and then, how to best communicate with them to get desired results?
24. Choosing better leaders (continuation to Q1). Fear of change that exists amongst a group or culture (org/sector).
25. 1) Command over team/other people. 2) To do something different & good which makes people to follow you
26. Collaboration - it takes so many contacts to connect these days with all the communications options
27. Communication among diverse cultures, levels of intellect and work-place standards/ethics
28. Communication with male leaders and being heard.
29. Company culture. Very little effective leadership at the top makes it difficult for lower levels to think big, take risks.
30. competing priorities
31. Competitive vs Collaborative colleagues and environment; minimal investment by company and executives around future leadership development
32. Completely virtual teams
33. confidence
34. Conflicting priorities particularly in light of resource constraints.
35. Continue to grow patience
36. Creating more advanced and organized methods of managing programs while trying to get everyone in the organization to comply
37. Cultural sensitivity
38. Dealing with workplace distractions (emails, personal text messages, etc)...how to keep the team focused.
39. Delegating and helping my team members grow, instead of trying to do everything myself
40. Delegating and letting go of things that are not my strengths
41. Demonstrate personal responsibility every day.
42. Determining next steps for my career... what path to take so I can remain relevant and enjoy what I do.
43. Developing accountability with staff in an always changing/dynamic environment.
44. Developing and maintaining your leadership and skill niche as a small consulting company when facing behemoths of consultancy excellency.
45. Developing balance between work and personal life.
46. Developing power.
47. Different Leaders expect you to lead differently- how do you both meet their expectations but not leave your team (that you are leading) wondering about changes in direction?

48. Different mindsets of senior and younger generations; established traditions VS knowledge and ability to use new modern technologies and tools in the working process; cultural barriers within small teams (e.g. 6 people represent 6 different countries)
49. Diversity in thought process with young leaders in their 30's who challenge conventional wisdom and experience.
50. Due to the nature of my business, representing the small business owner, the inconsistencies in opportunities to develop leadership skills within myself is the area I find the most challenging.
51. Effective communication
52. Establishing self as a LEADER as a person representing a minority ethnic group.
53. Executive strategic direction, conflicts and redirection (changing priorities/scope)
54. External expectations that far exceed our capacity
55. Facing unethical people who pretend to be a leader.
56. Fear of failure.
57. Fear--people are scared of losing jobs so they can't be creative and innovative.
58. feeling that I am not doing a good job leading my group
59. Fight the prejudices
60. financial resources
61. Finding a leadership position in this economy.
62. Finding enough clock time to do it right
63. Finding good talent
64. Finding organizations that recognize the importance of leadership development and will compensate you accordingly.
65. Finding the balance between being a leader and reporting to many different people above me in the chain of command.
66. finding a healthy balance between professional life and personal life
67. Getting lost in my email box!
68. Getting Management buy-in to support and develop a plan to serve all clients in need in a non-profit mental health organization where funding is limited.
69. Getting people to listen.
70. Getting the team to be open to new ideas and the fact that sometimes you have to try things and fail in order to learn.
71. Have the right communication
72. Helping make transitions positive in the midst of change.
73. Helping others see my vision so they will follow. It is usually 3-5-10 years ahead of their thinking. I have the gut feel as to "what" we need to do but cannot articulate it.
74. Helping people, especially middle aged and older Americans, that diversity and multiculturalism is a very positive advantage that we can embrace and welcome.
75. Helping to build global citizens when there are pockets of the US that are very conservative
76. High demand, few resources/time
77. How do create equality among stakeholders when an organization is entrenched in old traditions?
78. How do you get people to follow you
79. How do you manage your stress and that of others in your organization so you all can be resilient and adapt to change?
80. How to best motivate and encourage Board and organization members to stay focused on OBJECTIVES and to follow through on their commitment to the group.
81. How to communicate with employees and clients
82. How to develop and work on complex long term sustainability projects, while companies performance and therefore individual performance is measured on short term

83. How to motivate my coworkers to have the desire to become a team. They cannot see the benefit, only view it as additional effort on their part and are unable to see how it will lead to accomplishing the mission of our unit.
84. I am on the Board of the Institute
85. I find that I have a hard time focusing and staying motivated. I have brilliant ideas and a great work ethic but have difficulty sustaining my motivation when it comes to personal growth.
86. I think a consistent challenge is balancing priorities with what seems like ever increasing demands - and most of them seem like a high priority!
87. Implement change. Why individuals are afraid of bringing change into practice; although change will bring lots of benefit then current practice?
88. implementing great ideas
89. Influencing others to treat me has a leader.
90. Influencing people to embrace their own leadership.
91. Inspiring lower level leaders to be exceptional when higher level leaders have proven in some cases to be compromising their integrity.
92. inspiring others
93. integrity above
94. It is difficult to hardwire mindsets when that is not the goal across the organization.
95. It is important to be more a coach with empathy and power to lead by the right questions. Reason: You can't know everything, but you can nurture individual talents.
96. It is uncomfortable for me to lead people. I can be a leader in other ways
97. It's hard to convince people that changes are necessary and can be good
98. Keeping poachers away from my high performing team.
99. Keeping morale up in a volatile world where staff is afraid for their jobs.
100. Keeping my staff motivated and continually driving to the expected results- instilling resilience in them.
101. Keeping passion and motivation high
102. keeping trust
103. Keeping up the expectations people have of me. It is exhausting.
104. keeping up to date on trends and megatrends in leadership development
105. Keeping up with the constant changes
106. Keeping what I offer right sized for the audience
107. Lack of clearly articulated expectations
108. Lack of C-suite support for the training and development function
109. lack of interest by others in making a difference
110. Leaderless organizations work on consensus and shared goals. What is the use of leadership skills in those environments?
111. leaders who are not authentic
112. Leadership Sustainability
113. Leadership Sustainability.
114. Leading across cultures.
115. Leading by example
116. Leading by example if your leaders are not good examples themselves
117. leading effectively
118. Leading through changing times
119. leading without Authority
120. Letting go of the need to be right.

121. Limited time and too many demands
122. Maintaining courage
123. Maintaining focus
124. Managing culture during transformation
125. Managing Democracy and inclusion with accountability and responsibility.
126. Managing the multiple challenges presented by clients as well as self imposed challenges in an effort to be among the best in leadership & transition development.
127. mixing integrity and moral courage with leadership in a highly politicized environment
128. motivating & stimulating
129. Motivating and retaining staff in a competitive consulting services market.
130. Motivating the team
131. Motivation and understanding the depth of impact I should and am capable of making
132. Motivation of the team--caring more about the current work and their development (and being willing to work harder than they are to help them develop)
133. Moving beyond self-imposed barriers.
134. Moving disparate groups forward. Building shared commitments.
135. Moving on to the next level within the organization.
136. My biggest challenge right now in being the best leader I can be is finding where I fit in my organization and their plans for the future.
137. My challenges as a nonprofit leader two-fold: 1) to be a better \*listener\* and resist 'advice-giving; 2) to be more patient and temper expectations for immediate positive results.
138. Networking is a challenge for me, I underestimated it.
139. Not enough time to do all the things I'm inspired to do.
140. One of the challenges I am finding as a leader is to find time to focus on the bigger picture instead of each "fire" that erupts.
141. Opportunity to lead.
142. Others engaging in "turf battles."
143. Overcoming organizational inertia.
144. Patience
145. Performance.
146. Performing at my best under pressure.
147. Personal ambition is my top challenge. I understand that my ambition for the team and the company should support my personal ambitions... In addition, I am struggling with teaming and collaboration in cases when I know I can do work myself...
148. Prioritization
149. Rapid change
150. Re: above
151. Recognizing and awarding leaders at every level
152. Recruiting volunteers and time.
153. Red Tape
154. Red Tape!
155. Reliance on virtual meetings rather than face-to-face contact for an increasing number of meetings
156. Reminding myself constantly that the people that I have been called to lead do not know nor have the understanding that I have been privilege to know.
157. Resistance of others to change

158. second guessing my instincts
159. See above - trusting and portraying consistently positive messages when volatility is all you can count on.
160. Separate differences
161. Setting realistic goals and achievable objectives in an unpredictable environment.
162. Shrinking resources, more expectations and regulations.
163. So often I find myself in a situation of "tragedy of the common" or people acting not necessarily in achieving common good but to promote themselves or their agenda. I find this rather sad in an NFP context.
164. Staying focused on key priorities in the midst of many distractions and demands of my time.
165. Staying focused on the Big Picture while the storm is brewing.
166. Staying strategic and not getting mired down in day-to-day.
167. Staying true to ethical principles.
168. Strength and courage to persevere even when faced with daunting challenges
169. Successful matrix management to achieve project results despite differing priorities across groups.
170. Superior and subordinates unwilling to follow through
171. Support from management to implement projects
172. Supporting my team to be creative and inspired.
173. Supporting young leaders
174. Sustaining clarity of vision and focus.
175. Synergizing the team for high performance
176. The biggest challenge for me is remote management/leadership as I work in a virtual environment. Not having the possibility to meet my Team in person makes it challenging to communicate and lead effectively.
177. The challenge to make sacrifices.
178. The complexity of situations and uncertainty
179. The correct form of confronting issues/concerns.
180. The top challenge I face deals with change. I am President of a service association and there are very few that handle change. It can be anything from meeting times to additional groups we volunteer at, if there is a change, I am told.
181. The top challenge I face is knowing and understanding what are the key questions I should be asking and ensuring that I ask them at the right time.
182. The top challenge I face is that many who one leads usually have no desire to be leaders themselves and take little or no ownership, thus making leading sometimes frustrating.
183. The top challenge is Christian: to lead in the face of an inevitable suffering.
184. The top challenge is doing this "alone." I need now to enlist the assistance of a dedicated individual/agent who will leverage and promote my transformational work in the world.
185. 1) time availability 2) work-at-home remotely in a radically different time zone
186. Time ... I need to decide what I am going to do each day for time is passing by
187. Time allocation, carving out time to be involved in all the aspects of my work that I really should be involved in.
188. Time and being able to fully follow through on plans
189. Time Management
190. Time management, focus
191. Time management. It seems there are not enough hours in the day.

192. Time, disgruntled staff, previous history of staff mistrust (of previous ED and board)
193. To change old patterns of inflexibility and to convince leaders to create new leaders
194. To help others focus on the individual and collective tasks at hand and accomplish their work/project in order to contribute to the success outcomes of the organization. This is getting harder to do with so much drama (and access to drama) in the media.
195. To keep up with constant learning and be successful in global environment (technology and languages in different regions )
196. To put one's value and conviction into action, to walk one's values even in difficult situations
197. Today in a global IT organization, there are more new tools, technologies, and methodologies (or processes) than a leader can consume in a limited time. How a leader keeps up with a fast-moving global environment?
198. Top senior level of leadership seems to have a strong grasp on balancing short term and longer yet in many organizations the level of leadership below remain too focused on short term and not making enough investments in broader leadership develop.
199. Trying to walking the line of collaboration and being the lead.
200. Understanding and addressing different / contrasting interests
201. Understanding the game
202. When change inevitably occurs, getting those who are resistant to learn to embrace change rather than rebel against it.
203. When working within a dysfunctional cultural, how do you best manage being a change agent/leader?
204. Will reflect on and respond after registering.
205. Working in politically charged matrix environments
206. Working with teammates who do a great job at their desk, eyes glued to a computer screen or ears glued to a conference call and that's it. I'm challenging my team to give back, share, mentor and participate more fully in the organization.

## Do you have a LEADERSHIP BEST PRACTICE, a LESSON LEARNED, or a TIP that other leaders might find useful ?

1. "Leader of the future will have the courage to align with principles and go against the grain of old...paradigms. It takes...courage...to say, 'I'm going to align my personal value system, my lifestyle...and my habits with timeless principles.'" - S. Covey
2. "Less is more!" "Slower is better!"
3. ACT! "The longer we talk, analyze, work to crystallize the perfect words to describe our unique issues (the bigger sounding and more complex, the better!) the longer we avoid having to ACT; having to figure out what to do" and then risk doing it." --- Debbe Kennedy, Putting Our Differences to Work
4. 1) Celebrate the success and achievement of your colleagues; 2) show gratitude and express thanks to every member of the team; 3) If you're not having fun, it's half your fault.
5. 1. Find positive deviants who are already successful at the kind of change you want to create rather than benchmark outside companies. 2. Leaders lead and change culture best by modeling behavior, rather than commanding and expecting compliance by others
6. 1. No matter how big you have grown in the ladder, be down to earth.
7. A means to AWAKEN is READILY AT HAND: LIBERATE your senses to listen wholly and fully to ANOTHER human being. In so doing, you will begin to hear the natural, true "voice" of the other at the same time that you will begin to experience YOUR OWN. (The Duet
8. Actively engaging stakeholders in the process of mission of the organization makes attaining the goals more feasible.

9. Actually ethically. Only people that do not make any mistakes are the ones who do not do anything. But not acting in itself can be a mistake, some times of huge proportion.
10. Always bring the team to a project and make them feel like they own the project before put it in motion...if they don't feel it will be rewarding, in many senses, they'll will do more than not being cooperative. They will boycott it, even if unconsciously.
11. Always look for what is possible in the face of adversity, chaos and uncertainty.
12. Always remain consistent, honest and impartial
13. Always stay true to yourself
14. As a leader, my faith and belief in the Almighty, the humbling belief that I am created for a purpose - to know and love others is what keeps me going daily.
15. Ask for frequent feedback on how you are leading
16. Be a good listener. Don't be afraid to ask questions. Authentically share decision making throughout the organization.
17. Be a leader by example
18. Be a servant leader. Treat others as superiors with dignity and respect for other viewpoints, ideas and opinions.
19. Be active; be patient.
20. Be authentic
21. Be authentic in the most unusual places and times
22. Be completely present on conference calls; refrain from multi-tasking. Smile when speaking on the telephone and never make assumptions.
23. Be honest.
24. Be open for the different types of personalities, reward them and phrase the targets so that these can understand with their own thinking styles.
25. Be polite, kind, calm, research your goal and be very knowledgeable...never assume and always have a plan B
26. Be prepared to give more than you receive, AND GIVE WITHOUT PRIDE.
27. Be true and from a place of integrity
28. Be true to your values/beliefs.
29. Be yourself
30. be yourself
31. Be yourself at work and make the effort to connect and get to know your team, Inspire by example and help younger, new employees find their voice and discover their leadership potential
32. Be yourself :)
33. Being human doesn't serve as an excuse to make weak decisions.
34. Besides the difficult, serve people is the best choice.
35. Capitalize on the strengths that each member brings to your team.
36. Catch people doing good and tell others about it. Recognize your colleagues and employees.
37. Communicate, communicate, communicate. Don't leave the table before the meeting is over.
38. Conflict resolution and consensus building
39. Customer and internal PMs on customer accounts: report what looks best on paper, not truly the facts, resulting in short term risk avoidance that leads to "jail break" scenarios and "fire drills" to level set customer billing details, etc.
40. Do not break faith/trust with those you lead
41. Do not preach how to do things, explain the objective pursued.
42. Do Right...all the time.
43. Don't fear not knowing everything



44. Effective leaders listen for what is unsaid as well as what is said.
45. Empower employees to make decisions and take on more responsibility.
46. Empower your team, let them loose
47. Engage with a Purpose everyday - Remember, there are no 'time outs'!
48. Engage with everyone high and low in your organization and encourage other to engage often, stay open minded and optimistic!
49. Even if you've never met your team face to face, find other ways (IM, Skype, etc.) to get to know them on a personal level.
50. Find other people's passions and then find a way to have them put energy into those passions that serves your organization's mission.
51. Find the place where you can grow, and reach beyond your fears. Take risks.
52. Focus on a common purpose agreed to by those you lead
53. Getting to a person's "defining moment" is key.
54. Give up control and share on equal terms.
55. Hard Work has been, is and always will be the key to anyone's success.
56. Having conversations that inspire to reach mutual goals - taking risk with hard conversation to move things forward
57. Honest, direct, positive communication is key for working relationships and building new ones.
58. Honesty
59. Honesty with kindness. People need to be included, involved, and informed in order to be engaged.
60. I am on the Board of the Institute
61. I don't know if it is right or wrong to do but if I know there are others that will support the change that I am presenting, I start with them to provide a united picture.
62. IBM has a great combined corporate volunteering and leadership development program called Corporate Services Corps: Volunteering for 4 weeks on the ground in emerging countries working for local people, for their issues; completely out of one's comfort zone.
63. If I feel compelled to provide feedback immediately - don't. Stop and determine if what I want to say is for my benefit or theirs.
64. If I hire good people and stand up for them in contentious situations relating to other organizations, they will do better work, faster, more confidently and be better team players.
65. Inspire people
66. Integrity is a best practice.
67. Integrity is the best practice.
68. It is Peter Drucker's tip but one I have found to be very true--that my role is to release energy in others so they can be their best and achieve maximum results!
69. It's not important to be liked and more important to keep one's journey on target. Your mission is only complete when you reach your goals.
70. Just because you are put in a leadership position does not mean that you know how to lead. Do your homework! Get to know the people that report to you!
71. Just show up.
72. Lead collaboratively; never attempt to lead without consultation; always be ready to shift either goals or strategies if it's obvious this is required.
73. Lead from within - never direct others as though you are better than them because everyone has great ideas that can contribute to a situation.
74. Leaders do not require identity to be successful.
75. Leaders should, I believe be more aware of their thinking as it leads to who they become and who they are ... this has a great impact on those they lead.
76. Leadership is about having a vision, making a connection with people and getting people aligned around the vision of where we want to go. Appropriate personal disclosure is really important for a leader--to build a more authentic relationship with others.

77. Leadership is about listening and learning more than you talk and teach
78. Leadership is best modeled by a quiet, confidently assured demeanor in the lane that the leader is called or positioned to lead in.
79. Learn your leader personality to manage leadership presence.
80. 'Let your light shine...' (Frances Hesselbein; A. Lincoln; Matthew 5:16) 'The creative process is the same regardless of where it's applied...' Dr. Viktor Lowenfeld, Art Education Dept. Chairman, Penn State Univ.
81. Listen intently, observe acutely, think deeply, and speak slowly
82. Listen to your people
83. Listen twice as much as you speak; seek first to understand before you are understood; always know and seek the end in mind even if it doesn't take the desirable path.
84. Listen with you hear, mind and soul
85. LISTEN! Good leaders listen and think before they speak.
86. Manage myself first, then lead others!!
87. Mantra - it's nice to be important but it's more important to be kind.
88. Mental models, both helpful and hurtful, extend into tactics and strategies. ~Chris Smith
89. Model the Way
90. Modeling matters. Words matter. Enabling others is the key to successful leadership.
91. My leadership best practice has been to wrap around my career choices for what works best for my private life at the time.
92. My students consider me to have very high expectations for them, causing them to work hard, to stretch. I endure their complaining, comparing and testing me for months. When they finish master's program, they thank me for it.
93. Network and align supporters before you need them. Support those who support you. Recognize and reward those who support you. Put wind beneath the wings of those around you and great success will follow.
94. NEVER GIVE UP ON YOURSELF!
95. Never give up!! If you stop trying it will never get better. Creating a team in the workplace in not always easy.
96. One of my favorites is a quote by Warren Bennis, "First and foremost, find out what it is you're about, and be that. Be what you are, and don't lose it."
97. One of the leadership best practices that I would share is to always look to improve everyone the "customer" and the "provider". You can do this by setting the tone, not micro-managing, listening to those above and below you, and not getting sidetracked.
98. Organization structure for strategic programs need to be clear over who the key decision maker is, in anticipation of conflicting views. IE., who is and advisor, who is a voter, and who ultimately gets final decision rights.
99. Persistence
100. Pick someone in your organization that you admire in the way they work with others and manage their own goals. Watch how they interact with colleagues and model this in your own position. It will help you grow personally and professionally.
101. Present a solution, not just a problem and put it into understandable context.
102. Probably, but not sure how to answer this exactly.
103. Problem-solving strategy: WHAT-SO WHAT-NOW WHAT What is my issue? Why am I focusing on this? What am I going to do about it? Helps move through issues without dwelling unnecessarily. Simple yet very effective.
104. Provide the group with good information, and they will make a good decision
105. Real leaders are not people who can point out what is wrong. Almost anyone can do that. Real leaders are people who can make things better
106. Recognize the power and potential of every conversation; conversation is the core leadership process

107. Reminding oneself of the story (-ies) we tell ourselves (the gremlins, the self-doubt, etc). Learn how to take a helicopter view of the situation
108. Repeat messages and address where you are following up or why you are not following up.
109. Seek not to find the answer but to understand the question.
110. Stakeholder management is an imperative
111. start with writing down the things you are going to stop doing
112. Stay true to your mission.
113. Surround yourself with the best people and you will become a better person...and a better leader.
114. The Anatomy of Joy with Dr. Brenda Brown on SoundsTrue was a supreme helpful online gathering and her talks on TED as well. How many people might experience shame as very painful right now?
115. The ethic of nature, all actions create the conditions that support life can align human action with nature, ensuring sustainability.
116. The Leader's ability to develop and maintain healthy authentic relationships with those they come in contact with requires a deep and abiding practice of knowing oneself either through meditation, yoga, running, or some method to stay true to oneself.
117. The most important thing a leader has to do is to set the communications right between his people and clear them of any miscommunications and misinterpretations they have in their minds about each other. Then the team would love to work with each other
118. The Oracle at Delphi said it well: "Know Thyself." Through self-awareness I find that I am better able to see my own strengths and weaknesses and surround myself with individuals whose own strengths complement my own while shoring up my weaknesses.
119. To always lead by example.
120. to lead others you have to first lead yourself
121. To succeed you need to work with people.
122. Trust your judgment give your best assume the best
123. Understand the strength of a leader is their heart.
124. Using the Balanced Scorecard Nine-Step Methodology for Strategic Planning and Management.
125. Utilizing the HeartMath techniques taught by HeartMath.
126. Whatever you do, do it in a way that you sleep well at night. Don't be afraid to admit when you have made a mistake.
127. What is obvious does not always communicate.
128. When facing a difficult decision, listen to your gut, and then call on a core group of trusted friends/advisors to validate or challenge you.
129. When I say what I believe. Folks sometimes are upset ... but is that not better than living in regret that nothing was said ?
130. Will reflect on and respond after registering.
131. Willing to seek feedbacks from different people, coworkers, supervisors, followers, anybody can be a mirror to reflect who you are and are not.
132. Yes. Take what you learn and focus on being a role model. We can't see all that we exude, but trust that what you practice every day is being recognized and having immeasurable effects.
133. You cannot do it all perfectly, all of the time, when working within constraints that are beyond your control - prioritize to your health and the needs of the business
134. "Make your contribution. Everything else is a diversion." --- Peter F. Drucker