



What one LEADERSHIP best practice, tip, insight, a quote/wisdom has benefited you that you think other LEADERS might find useful?

We asked you to respond to this question, considering such things day-to-day practices, values, favorite quotes, best advice, books et al. These are the responses received from over 400 participants “in their own words” at WOMEN in the LEAD: Our Significant Roles in a Global Economy with Frances Hesselbein on Wednesday March 9, 2011.

Together, this is a collection of knowledge shared from people representing 35 countries.

1. "The strength of the team is each individual member...the strength of each member is the team." Phil Jackson
2. "Celebrate the differences and learn to use each other's strengths." "Be happier by: using your resources to help others, living a life without regret, and embracing limits as a way to slow down and gauge our life's progress."
3. "Choose a job you love, and you will never have to work a day in your life."
4. "Come to the edge" he said. "No" "Come, come to the edge" he said. They did. He pushed. They flew." Appollinaire
5. "Don't ask yourself what the world needs. Ask yourself what makes you come alive, and then go do that. Because what the world needs are people who have come alive." - Howard Thurman, civil rights activist, theologian
6. "Everything can be taken from a person but one thing: the last of human freedoms-to choose one's attitude in any given set of circumstances, to choose one's own way." Viktor Frankl
7. "Everything you know is wrong." Cheech and Chong
8. "God will never entrust us with anything he does not expect us to give away because until we begin to give it away the gift will never become for us, the blessing he intended it to be." (David Goodman)
9. "Good actions give strength to ourselves and inspire good actions in others." Plato
10. "I am a citizen of the world"
11. "If there were ever a time to dare, to make a difference, to embark on something worth doing, it is now. Not for any grand cause, necessarily, but for something that tugs at your heart, something that's your aspiration, something that's your dream."
12. "If you want to get something done, ask a busy woman."

13. "In life what doesn't kill you, makes you stronger." My mother would always tell me this ever since I can recall, and it has gotten me through the hardest situations in my life. It has made me a very grounded and realistic person that doesn't give up.
14. "It is not enough to do your best; you must know what to do, and then do your best." - W. Edwards Deming
15. "It is not so much what you do but how you do it." - My manager.
16. "It's not how much we give but how much love we put into giving." Mother Teresa "I alone cannot change the world, but I can cast a stone across the waters to create many ripples."
Mother Teresa "Do not wait for leaders; do it alone, person to person."
17. "Leadership and learning are indispensable to each other." ~JFK
18. "Leave the world a little better than you found it" Lord Baden Powell
19. "Live each day as if it were your last, but learn as if you would live forever, treat other people the way you want to be treated"
20. "Never argue with the idiot. People watching won't know the difference between you and the idiot." I love that quote!
21. "Seek first to understand, then to be understood", Stephen Covey, followed by thoughtful, consistent communication.
22. "Stop me before I volunteer again." We can only do so many things and be effective and stay sane as leaders.
23. "The desire to change the world is patent and simple, but it inscribes a story that is infinitely complex as complex as the interplay of the everyday gestures that describe the way the world already works." --Simon Le Roux
24. ---"The last of the human freedoms -- to choose one's attitude in any given set of circumstances"
Dr. Viktor Frankl
25. "The roles that we play in the course of our lives have more to do with our successes and failures than our personal histories." Warren Bennis (2010) memoir: "Still Surprised: A Memoir of a Life in Leadership"
26. "The wise man knows that he knows nothing." - Aristotle
27. "To be human is to find ourselves behind a pure name.---David Krieger" Put meaning in everyday work and influencing people
28. "To lead people walk behind them" Lao-Tzu, to me this summarizes a form of leadership I find so needed in our global society.
29. "To see small beginnings is clearness of sight"Lao Tzu
30. "Tomorrow is another day so plan for it!" Not sure if someone else has said that, but all the great leaders I have been fortunate to learn from always seem to have a plan; the goal in mind. John Maxwell, John Kotter, Oprah Winfrey are a few people I admire.
31. "Trust, you know it When You Feel It." Jack Welch. Stay on top of your game each day and surround yourself with other knowledgeable leaders.
32. "Understanding and accepting diversity enables us to see that each of us is needed. It also enables us to begin to think about being abandoned to the strengths of others, of admitting that we cannot know or do everything." Max DePree 1987 This helped in Japan.

33. "We have a choice every day regarding the attitude we will embrace for that day...We are in charge of our attitudes." Charles Swindoll
34. "We must be the change we wish to see in the world" - Mahatma Gandhi
35. "What got you here, won't get you there" and the need to be present in your leadership
36. "Whatever you can do or dream, begin it. Boldness has genius, power and magic in it. -- Goethe
37. "When I was young, my ambition was to be one of the people who made a difference in this world. My hope still is to leave the world a little bit better for my having been here. It's a wonderful life and I love it." - Jim Henson
38. "Who Dares To Teach Must Never Cease To Learn." The book "Good to Great." Always do what is right, even in adversity. Treat all with respect. At the end of the day one should be able to look in the mirror having made best decision with tools at hand.
39. "You always start with ideas. And if you don't start with ideas, you'll get lost." Former Secretary of State George P. Shultz.
40. "You can't let it get to you," was what my mother use to say to me when life became difficult. Just a few words that let me know she was rooting for me and to have the courage of my convictions.
41. "You can't steal home with your foot on second base." Not sure where I read this...but like the spirit of being daring in a considered way.
42. "Your reach should exceed your grasp. or what's a heaven for..." Robert Browning, poet. This translates into the business practice of setting aspirational goals and stretching to maximize your achievement.
43.this is my quote..."you only have 1500 emotional calories to spend a day. You cannot buy them, borrow them or bank them. How are you going to choose to spend your emotional calories today?" I created this quote and use it all the time in coaching.
44. Don't worry about things that have not happened. Most likely they will not happen. 2. My mantra for this year is: give back, show gratitude and grow as a person.
45. Out of adversity comes opportunity! 2. Obstacles are the frightening things you see when you take your eyes off of your goals.
46. Use technology as much as possible too. Focus on my main tasks on the job, I mean no multitasking when I identify top tasks on my job.
47. A best practice that has served me well as a leader is to treat others as adults and professionals. This is an important aspect of my teaching style since I teach adults who are also my colleagues. My favorite quote is "Never cut that which you can untie."
48. A leader is someone who has followers.
49. A leader's emotions and mood matter. They permeate the culture of a group and an organization.
50. "Because everything we say and do is the length and shadow of our own souls, our influence is determined by the quality of our being." by Dale E. Turner.
51. "Tell me and I forget. Teach me and I remember. Involve me and I learn." Chinese Proverb: It is important as a leader to allow others to act and become involved; otherwise, your knowledge and example will be lost when you can no longer be there.

52. "The day soldiers stop bringing you their problems is the day you have stopped leading them." by General Colin Powell.
53. "When one door closes, another opens; but we often look so long and so regretfully upon the closed door that we do not see the one which has opened for us." Alexander Graham Bell
54. Absolute Integrity is the basis of Heroic Leadership. William A. Cohen.
55. Alliances
56. Always be true to yourself...if something doesn't feel authentic...change it.
57. Always follow the Golden Rule, and do not be easy to fool.
58. Always keep a list of to-do's, priorities and tasks that need accomplished. Review often and make changes as needed but use the list for completion of tasks, assignments, etc.
59. Always look to hire people better than you. You will advance because of your hiring practices and confidence.
60. Always participate actively when the team is in a rush or in a delicate position. Be always accessible. Stand up for your team.
61. Always start with being clear about what I want to create - setting focused intentions
62. Always try to approach your work with a sense of optimism and assume the best in others. Try to see things from other points of view and make a real effort to know what other points of view are. Encourage discussion and appropriate dissent.
63. Appreciative Inquiry changed the entire atmosphere of a team made up of feds, contractors, service providers, etc. It is one of the most powerful techniques of our day.
64. As a leader I have learned to delegate the task, not the process to someone. Being said, it is important to follow up on the tasks progress regularly and ask if assistance is needed. There is a temptation to interfere with the process if it is different from
65. As a leader you set the culture through what you say, how you say it, and most importantly the actions you take. Be thoughtful/mindful/deliberate in the culture you are setting. A sincere commitment to caring for yourself and others is key.
66. As I learned from Frances Hesselbein at the Global Leadership Summit, "To serve is to live." I've discovered that you learn more by surrounding yourself with a group of individuals that hold similar values, but are also diverse in their own ways.
67. As soon as possible, develop the following skills: Speak with confidence, learn how to influence others well, always have an agenda when you have opportunity to speak to work related individuals and network outside your group. Measure your progress.
68. Ask questions and listen first.
69. Asking myself "What is in the best interest of the children we serve and what is the right thing to do?" A quote I use- even as an email signature is one from Frances - The bottom line: changing lives, healing and unifying, building the healthy.....
70. Attempt to learn something new every day.
71. Awareness of the breath, connecting our hearts. Meditation practice, contact with the wisdom of God. Gandhi Become the change, you want to see in the world Levine, Embracing the Beloved Tami Simon Editors Pick Roberto Kaplan*s Eyecode
72. Basic managing and leveraging global relationships
73. Be a guiding light as others travel through the waters of life.

74. Be authentic.
75. Be aware of the greater amount of changes occurring to put them together,
76. Be clear about: sources of strength, how high and far you want to go, how you want to design your life and what contribution you personally want to make to the world.
77. Be enthusiastic.
78. Be fearless.
79. Be fully present to yourself and drop the false self that feels it must "be" somebody. You already are.
80. Be gentle with yourself
81. Be happy in your own skin. When this happens you stand taller and act more credibly. Reflecting on ourselves as learners and leaders and considering our effect on others are foundational.
82. Be intentional. An idea imagined may never see the light of day, but an idea written down can launch your journey.
83. Be open
84. Be sincere to yourself and others - Nothing will fail.
85. Be the Change you want to effect
86. Be the change you want to see
87. Be the change you want to see in the World-- Gandhi
88. Be the leader you would want to follow
89. Be willing to slow down, step back from the situation and breathe, think, reflect - then act.
90. Be yourself
91. Being authentic
92. Being genuinely interested in other people's wellbeing
93. Being Honest and Upfront.
94. being less self-centered and ego centered
95. Being successful starts with being able to see when intention and opportunity meet.
96. Being willing to be respond to the underlying meta-messages so that the effect of what I say and do correspond to who I am with... and mindful change takes place.
97. Being willing to listen to others, but ultimately making a decision.
98. Believing in the best of people
99. Besides the model of leadership that Frances provides, Joe Rost's view of leadership as an "influence relationship" has greatly influenced my thinking and practice as well as that of many of our students (as described in his book, "Leadership for the 21st
100. Best advice - figure out what stresses you out and find a work habit to control it. For example, I found that by keeping my email inbox messages to those that I can see on one page, I am comfortable that I am "in control" and I stress less.
101. Best advice: Be the Change you want to see. Take time out every day to acknowledge everyone that comes across your path - including those who might be lower on the corporate ladder. It creates a positive atmosphere that spreads throughout the office
102. Best Book "Les Miserables" and "100 years of solitude". Madeleine Albright has many quotes and interviews that are very inspirational to women.

103. Book---Art of war
104. Books: Theory U, Presence, and The Fifth Discipline
105. Bridging communication techniques - looking for the perspective and experiences of the receiver and employing metaphor/analogy to bridge understanding from the familiar to the new.
106. But friendship is precious; not only in the shade, but in the sunshine of life, and thanks to a benevolent arrangement the greater part of life is sunshine. (Thomas Jefferson) Translated: One increase healthful living through friendships.
107. "Character is the foundation on which all leadership is built." General Matthew Ridgway
108. Character trumps genius. It doesn't matter if you're the smartest person in the room if you lack character. Being kind, generous (if when it's difficult), open, trustworthy and basically a good person is always more important than just being smart.
109. Consistency
110. CONSITENTLY REMIND YOURSELF AND YOUR TEAM OF THE PURPOSE OF YOUR WORK. THERE ARE A MILLION THINGS TO ACCOMPLISH IN ONE DAY BUT IF FEW OF THEM CONTRIBUTE TO BRINGING ABOUT REAL CHANGE, REORGANIZING PRIORITIES IS A MUST.
111. Continue to grow & learn-never assume that you know it all. Engage in respectful dialogue with those whom you have a different opinion. You will learn something. You cannot manage every person the same. Adjust to the individual and listen.
112. Continue to press on until it gets done.
113. Continue to strive for that balance between work and personal. Meeting goals, but yet the employee(s) feel they are being considered also.
114. Cultivating an attitude of sharing opportunities with others. Helping others succeed has contributing to my own success in both direct and indirect ways.
115. Daily reminder: desired outcome
116. Daily spiritual readings.
117. Demonstration.
118. Design thorough and inclusive processes for decision-making so that those most impacted have a voice and own the outcomes
119. Develop a support system of other high achieving people who are willing to share best practices, challenges, failures and with who you can be accountable.
120. Diversity = Count People + People count = Pluralism that means, in a pluralistic organization, there's a qualitative valuing of diversity...building on a quantitative reflection of a diverse organization.
121. Do more than belong: participate. Do more than care: help. Do more than believe: practice. Do more than be fair: be kind. Do more than forgive: forget. Do more than dream: work.
122. Do not go where the path may lead; go instead where there is no path and leave a trail."--Ralph Waldo Emerson
123. Do the best I can do. Lift up to the next level
124. Do unto others...

125. Document process as well as day to day actions. Then follow up to make sure you have executed/delivered.
126. Dominique Wolton, "Communication is cohabitation."* We could learn a lot from crayons... Some are sharp, some are pretty and some are dull. Some have weird names, and all are different colors, but they all have to live in the same box."
127. Don't be afraid
128. Don't be afraid to fail
129. Don't create your own boundaries - go for it
130. Don't criticize, condemn, or complain.... and be genuinely interested in other people.
Talk about your own mistakes first before criticizing the other person.
131. Don't ever forget where you started as you move forward.
132. Don't strive to be an interesting person, but strive to be an interested person.
paraphrased from Jim Collins
133. don't sweat the small stuff
134. Dr. Sam Betances asks his audiences with whom and about what do you talk about at work? Then he asks about the conversations with the underachiever on your team. His queries challenged me as a leader to really get to know all of my teammates better.
135. Dreams create reality... If you can dream it you can be it.
136. Effective leadership is not about making speeches or being liked; leadership is defined by results not attributes. Peter Drucker "Management is doing things right; leadership is doing the right things."Peter Drucker
137. Emotional Intelligence--Emotional IQ
138. Empower your team
139. Empowerment and Accountability
140. Engage people
141. Every strength has the potential to become a weakness. I use this as a reality check to help others who want to be perfect.
142. Every time you show your courage, it grows. Juliette Gordon Low.
143. Every day is a school day - learn
144. Everyone in an organization needs to know that they matter; they are important to the overall success of the organization, no matter their title or contribution.
145. Example is not the main thing in influencing others, it is the only thing. ~Albert Schweitzer
146. Exercising courage
147. Faith is taking the first step even when you don't see the whole staircase...Martin Luther King Jr.; plus: 'Wars are created when communication breaks down'...Margaret Atwood
148. Favorite quote: "The greatest of penalties is being ruled by a worse man [or woman] if one is not willing to rule oneself." -- Plato, The Republic
149. Favourite mother's quote: There is no worse management or action than the one that is never done. "No hay peor gestion que la que no se hace"
150. Find a way to apply theory into practice.
151. First of all: self knowledge.

152. Focus on the important things and don't let the urgent get in the way
153. Focus on your strengths, not your weaknesses, and find a way to maximize them on the job.
154. Following the principles of what we call Business Karma.
155. Four "ideas" framing my work right now: The Pacific Institute's work with human and organizational potential, Block's book Community Building, Margaret Wheatley Community Building practice, Fr. R. Rohr's book Everything Belongs and the book, The Medici Effect
156. George Bernard Shaw" 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"
157. Get to know the business side so that you can easily move between business/people issues. Know the language, challenges, and strategic thinking tools. Be willing to continually ask questions to learn and develop (or find out what questions others ask)
158. Good listener
159. Good to Great
160. Good to Great by Jim Collins
161. Great leaders lead people to greatness
162. Grow your team so they can realize their potential.
163. Hacer un plan anual, y semanalmente irlo siguiendo.
164. Have an even temperament and choosing what kind of mood to be in mostly positive and open.
165. Have faith in people
166. Here is a quote I use often in my coaching sessions with line staff. "Leadership is not the power to demand; it's the power to discover". This is an ongoing inspiration for me as I see my purpose is to unleash the potential in others and leave them to soar
167. Here's a quote that inspires me: "Progress always involves risks. You can't steal second base and keep your foot on first. Frederick B. Wilcox
168. Holding steady in the face of hostility and fear
169. I always create a Daily Goal Tending List, and I review it and then I prioritize the top three items and complete those first. The problem with daily short term goals is we overload ourselves and interruptions prevent us from completing anything.
170. I am always in learn mode...I never pretend to know everything and am constantly reading articles & participating in on line training to stay ahead
171. I am deeply touched and inspired by Authentic Leadership. I practice and help other practice the same.
172. I care about my team members as people first. I think the "human" side to leadership is a very rare, but critical, ingredient to being a great leader.
173. I continue to believe that "it" whatever it is, is possible.
174. I don't think you can lead another individual without first gaining his or her trust. That is one of the most crucial components of being a successful leader.
175. I don't think you can lead anyone else until you are leading yourself well, which includes having discipline in your life, exemplifying the principles you believe in, consistently "being" the person you want others to follow.

176. I find all quotes, received daily in my email, from the Leader to Leader Institute, extremely useful and inspiring! They are all amazing!
177. I like Marshall's "It's not understanding the practice of leadership that is the challenge, it's practicing our understanding of leadership."
178. I love the book, "Dig Your Well Before You Thirsty," by Jim McKay. It shows how you need to always be tapping into your network, so that when you have an emergency, you will have people that will assist you.
179. I make a daily to-do list and follow Chalene Johnson to keep me on task to meet my goals.
180. I take time every morning to pray and when things go wrong (which they tend to do more often than not), I take time to breath in the awesome love of God and say to myself, "God is in the details. It's gonna be alright."
181. I think the best tip would be to be honest in everything you do in life. If you hold that as something of importance others trust you and in turn your life is richer.
182. I want to know that my actions have meant something for myself, loved ones and our community. Leadership is the art of about how to be, not how to do. The key is fewer attempts to be interesting and rather, to be more interested.
183. Identify your strengths and weaknesses so you can lead
184. If at first you don't succeed, try again!
185. If civilization is to survive, we must cultivate the science of human relationships - the ability of all peoples, of all kinds, to live together, in the same world at peace. Franklin D. Roosevelt
186. If the road behind you is more interesting than the road ahead of you, you need to get to work designing the next thing
187. If you don't like change - you're going to like irrelevance even less ~Secretary Eric Shinseki
188. If you don't like something, change it. If you can't change it, change your attitude. Maya Angelou
189. If your actions inspire others to dream more, learn more, do more and become more, you are a leader.
190. If your actions inspire others to dream more, learn more, do more and become more, you are a leader. ~John Quincy Adams
191. If your decision is posted on Facebook or MySpace (or above the fold in the local newspaper) will you be proud of your decision and know that it is in the best interest of students?
192. Importance of listening, servant leadership, importance of collaborating with and empowering individuals. My greatest concern is not whether you have failed, but whether you are content with your failure.
193. In coaching you have to bring out the strengths and goals of the person and connect that to their stated values.
194. Inspect what you expect
195. Inspiration by Debbie Kennedy.

196. Instead of concentrating on the particles, look to the space for possibilities. And "dire consequences are gifts."
197. Intentionality, flexibility and customization in leading have always served me well.
198. It is better to light a candle than curse the darkness
199. It is nothing new: Leadership best practice is to actively listen and to follow-through.
200. It might seem silly but the old phrase "don't sweat the small stuff" - I remind myself this all the time, and I'm rarely stressed w/ my job.
201. It takes courage to grow up and become who you really are!
202. It's all about care, taking care of one another, and respect Taking risks and being prepared for the consequences
203. It's all about the relationships.
204. It's important to communicate with people in a language they understand. For example, I'm super technical and my customer is not. If I give her updates and status with too many granular details, the information becomes overwhelming and the message gets lost.
205. It's never too late to become the person you might have been.
206. It's okay if you do not know all the answers. Involve your team in developing solutions.
207. Keep your head up high and know your stuff.
208. Know who you're leading and be their leader.
209. know yourself, know your job, know your people
210. Know yourself. Know your limits, your values, what you stand for, and who you are. If you can't serve yourself how you are supposed to serve others?
211. Lead by example, integrity, motivational, open communicator
212. Lead by example, working trying to make better companies for people
213. Lead by example. AND perpetual optimism.
214. LEAD BY EXAMPLE; I REALLY BELIEVE THAT
215. Lead by example-if you expect your staff to take a phone message, be able to do it yourself. Model the behavior you expect from your staff and have the ability to personally do anything you ask of them.
216. Lead from the front.... Francis Hesselbein
217. Leader is a Servant (Peter Drucker)
218. Leaders are learners. When you cease to approach life, each opportunity, challenge, obstacle, or difficult person as an opportunity to learn and grow, you will cease to be an effective leader.
219. Leaders that set clear direction yet know how to unleash the potential in people, exemplify a positive approach to business challenge positive motivate others to contribute all they can to the individual and common goals and reward or recognize achievements
220. Leadership as a vocation (call), leading from the center. Balanced leadership in decision making. Innovative and exciting "yes...and" approach to community building
221. Leadership is a matter of how to be, not how to do.
222. Leadership is about empowering others

223. Leadership is an ongoing development in one's self - with self-awareness comes the ability to help lead others in their own development, growth and desires, and to allow people to be the best that they are. [Http://london.kijiji.ca/c-cars-vehicles-motorcycles](http://london.kijiji.ca/c-cars-vehicles-motorcycles)
224. Leadership is presence!
225. LEADERSHIP IS THE CAPACITY TO INFLUENCE OTHERS BY UNLEASHING THEIR POWER AND POTENTIAL TO IMPACT THE GREATER GOOD. (KEN BLANCHARD)
226. Leading by example, their honesty
227. Leading from within - creating understanding that comes from philosophical probing. Russell Ackoff: "Wisdom beckons to give us understanding about which there has previously been no understanding, and in doing so, goes far beyond.
228. Learn and practice compassion. Read Thich Nhat Hahn.
229. Learn as much as you can and distribute it in a way that is understood to help make life better.
230. Learn from every situation, personally and professionally
231. Leave the organization much better than when I arrive
232. Let those who "follow" own the destination
233. Listen first and well.
234. Listen more than you talk
235. Listen to both sides
236. Listen to others viewpoint
237. Listen with your soul
238. Listen, hear, respect and act upon
239. Listen, listen, listen
240. Listen, listen, listen
241. Listen, observe, let people be opinionate and give advice only when asked
242. Listening
243. Listening to their employees and colleagues.
244. LISTENING! One cannot get an accurate picture of any situation or determine what is needed... by talking.
245. Living life like Frances does is just an amazing to know and making the change we believe in and also lead life ambitiously.
246. Maintaining a positive attitude even in the most challenging times. By not giving in to negative comments, events, etc., you lift the team even when it is hard to keep them from sinking.
247. Make sure you and others "walk a mile in their shoes." Make sure you understand the day to day issues of your employees.
248. Make sure you are always adding value and making things better.
249. Malcolm Gladwell's book - "BLINK" - provides valuable insights.
250. Manage your time and do everything with LOVE.
251. Management by walking around
252. Management is doing things right; leadership is doing the right things. Peter
Drucker

253. Managers are not necessarily leaders
254. Marshall Goldsmith--- help more, judge less---
255. Mentoring
256. Mindfulness and centering before entering any new conversation or space
257. Model the way
258. Motivate others by teaching them to motivate themselves
259. My counseling background has trained me that things are not black and white, that there are two sides to every story I try to listen to each staff person and hear what is between the lines and what they are dealing with in their lives outside the workplace
260. My favorite insight (actually taught to me by a scripture school leader) is that the commandment God has given humanity most frequently is "fear not." When one is not worried, one has power and freedom to make choices in business and in personal life.
261. N/A
262. NA
263. Never Eat Alone Predictably Irrational
264. Never get angry. When you do, the other side wins.
265. Never give up
266. Never make excuses - just state the facts
267. Never pre-judge and always treat others the way you would like to be treated.
268. Never regret a decision - as it was the right one at the time
269. Never stop being creative and communicate your ideas.
270. Never undervalue people's contributions regardless of what roles they play in keeping an organization healthy.
271. Never, never, never give up! W. Churchill
272. No Answer.
273. No one can make you feel inferior without your consent. - Eleanor Roosevelt.
274. Nothing is best, there is always space for improvement
275. One of my favorite sayings, "Sticktoitiveness" the ability to see a project to the end
276. One of my favorite, most recent quotes is by Michael Friesen in which he states, "A leader's role is to see the environment as s/he wishes it to be AND as it is. A leader must be equally aware of two main areas: current reality and desired future".
277. One person really CAN make a difference!
278. One piece of advice I got which has truly helped when I manage to do it is shut down email and focus on tasks at hand without distraction, set aside certain times each day for email and leave the rest of the day to DO!
279. Only one man in a thousand is a leader of men -- the other 999 follow women. Groucho Marx
280. Organisation
281. Organization is the key to success. Dream big and don't let anyone steal your dream. We all have times of failure or bad days, allow yourself to have them then brush it off and get back on track.

282. Organizing yourself is the most important thing you can do as you start your day, after praying.
283. People are extraordinary- engage them and you will be surprised at the individual and collective genius that lies dormant in your organization
284. People tend to follow the person first, then the ideas.
285. PERSEVERANCE and EDUCATION. Learn what qualities other Great Women possess and emulate them. Forgive yourself for past mistakes, learn from them and try again and again and again.
286. Peter Drucker's 5 questions for leaders
287. Pitch my voice lower when speaking in a room of men
288. Plan your work and work your plan, you already bought into it, so work it!
289. Pope John Paul II simply with his example of life. In the Global Leadership Program in Prague, I found my three favorite authors: Vaclav Havel, Plato and Gandhi. These authors have inspired and have given my life a whole-new direction!
290. Praise at least one detail of each delivery by a team member as a valued contribution.
291. Presence Process by Michael Brown. The commitment to this process is the single most important reason that I have the courage to lead quote: "When fear knocked and faith answered, no one was there." --- Old English proverb
292. Primal Leadership: Emotional Intelligence (Daniel Goldman books)
293. Proverbs 29:14 ("The Message" translation) "Leadership gains authority and respect when the voiceless poor are treated fairly."
294. Put in your employee's point of view
295. Put love in what I do. Be opened to learn something new every day. Be flexible to adapt myself to the circumstances. Be honest. Reflect on what I have taught, try to improve it next time. Ask colleagues for feedback; do not be afraid of criticism.
296. Quote from Andy Stanley - North Point Community Church, Alpharetta, GA: "Consider the most generous explanation for another's behavior, and believe that." Ken Blanchard: Find people doing things right!
297. Read something about leadership almost every day - subscribe to newsletters and blogs.
298. Reading strong women leaders' stories and watching current women leaders be successful in their careers.
299. Reap what you sow... It goes around, it comes around.
300. Reciprocity: When you think about the things that have truly impacted your career, it most often comes down to a person or persons who took you under their wing and gave you a chance. Do this for someone else.
301. Reflection and medication.
302. Religion
303. Remember that you are there to serve. Don't take conflicts personally.
304. Repetition. If you don't get results, keep trying in a different modes.
305. Respectfully and sincerely listen to others.
306. Role model from various areas.

307. See it, Own it, Solve it, Do it, from the 'TAKING Personal Accountability Track' from the OZ principle.
308. Seek first to understand, before making a decision or judgment.
309. Serenity is not freedom from the storm, but peace within the storm.
310. Servant leadership
311. Serve with your heart. This concept of servant leadership has been best taught by Jesus Christ. Another best practice - in the words of Jim Collins - never ceasing in efforts to go from Good to Great.
312. Setting aside time each year for personal reflection.
313. Show appreciation for good work
314. Show you care - not just about getting the job done but also about the welfare of your support staff. Favourite quote - The difference between mediocrity and excellence is detail.
315. Show your gratitude to the world.
316. Simply seeing the vision is no longer enough. Today's executives must have the ability to inspire others. -Howard Morgan
317. Some men see things as they're ...
318. Some of my best leadership advice has come from my experience working with a positive parenting coach.
319. Someone wrote in my high school yearbook, "As you amble on through life, no matter what your goal, keep your eye upon the donut and not upon the hole." Though silly and perhaps trite, this philosophy keeps my head above water and a smile on my face.
320. Sometimes it is best to put your foot on the gas, sometimes it is good to coast.
321. Sometimes the best attribute of a leader is being quiet
322. Specific approaches to mentoring/developing other people
323. Staying close to your personal values and never going astray. Trust your gut when in question. Frances has always been helpful in taking a difficult situation and breaking it down into the simple. Trying to keep emotional involvement to a minimum.
324. Step back and look at situations from a distance. You can see things differently than trying to observe from amidst all of the chaos.
325. Strive for balance in life
326. Stretch everyday personally, and your employees will want to mimic that behavior and accept and respect your desire to get the best from them every day. Excellence never takes a day off!
327. Surrender to the unknown
328. Switch-Making Change Happen When Change is Difficult
329. Team approach - consensus decisions on what AND how, buy-in at every phase and stage.
330. The 5 dysfunctions of a team
331. The Bible and the teachings of Jesus.
332. The Fifth Discipline by Peter Senge. and the anonymous quote 'Happiness is the full use of one's powers in a life that affords them scope.'

333. The five leadership traits/leadership qualities are: Honest Forward-Looking Competent Inspiring Intelligent
334. The four leadership principles developed from the work of Angeles Arrien: Â· Show up and choose to be present. Â· Pay attention to what has heart and meaning. Â· Tell the truth without blame or judgment. Â· Be open to outcome, not attached to outcome
335. The Golden Rule
336. The greatest mistake you can make in life is to continually be afraid you will make one. Elbert Hubbard
337. The importance of listening.
338. The leader is not the sun with staff revolving around him/her, the team is the sun with the leader revolving around them.
339. The mantra: Be clear, be kind, be honest. Along with: "I run at life with my arms open wide and I'm not afraid of anything." Two phrases I heard various women leaders in my life use and they have stuck with me.
340. The most important time in your life is NOW! The most important person in your life is the one that you're with NOW! The most important way to create the future is to act with awareness Now!
341. The number one quote that I read somewhere is always make sure you touch people in your interactions and they will be willing to do anything for you.
342. The reasonable man adapts himself to the world. The unreasonable one persists in trying to adapt the world to himself. Therefore all progress depends upon the unreasonable man. ~George Bernard Shaw
343. The right 'self-talk' is fundamental to daily success.
344. The 360 Leader from John C. Maxwell - Confidence from Rosabeth M. Kanter - Primal Leadership (how Leaders use and develop their EI) from D. Golemann & Boyatzis - Learned Optimism from Prof. Seligmann - Une vie - Autobiography of Simone Veil
345. The values insights provided by Margaret Wheatley, especially her most recent publication "Perseverance."
346. There are lots of tips around organization skills; management styles etc. that will have moderate impact. Insist on a culture where egos do not dominate the room, where people matter the most & listening & respect are the name of the game. Covey is right.
347. There are many best practices, tips, and quotes that inspire me...however...only these stick out in my mind (and I do not remember their origins): In order to lead...you must be able to follow. And, in serving...you earn the right to be served.
348. There are many different leadership styles that can ALL be effective
349. There are so many... Two are coming up for me now: - Always trust your instincts. Risk more than others think is safe. Care more than others think is wise. Dream more than others think is practical. Expect more than others think is possible."
350. There is always time to ask how an employee's loved ones are doing.
351. There is no power for change greater than a community discovering what it cares about. (Margaret Wheatley)
352. Think....do....get intention....action....results

353. To be determined.
354. To be the change that I wish to see in the world and off course Marianne Williamson's poem... "Our greatest fear is not that we are inadequate, our greatest fear is that we are powerful beyond measure."
355. To believe in something and not to live it, is dishonest. Mahatma Gandhi -Never complain unless I plan to be part of the solution. -I am still, and forever will be, learning!
356. To continue to be authentic and stick to your values
357. To thine own self be true.
358. Treat the staff as you want to be treated.
359. Treating the people who work for me as my 'clients' - for whom I ultimately provide a service (which just happens to be facilitating and leading)
360. Understand that change involves stages of commitment. Find champions within your organization and reward those individuals.
361. Understand the differences between theory and practice in guiding orgs through change. Heidi Halvorson: "Be a realistic optimist".
362. Understanding and application of diversity in thinking styles, for example Benziger.
363. We must do the things in life we fear the most... Eleanor Roosevelt
364. What can I do as an individual to solve this problem?
365. Whatever work we are encountering and challenges, it boils down to the relationship you have with people and how you connect to them that can make a difference in what you do. We used to think it was just networking but it is a deeper way to really connect
366. Whatever you do, do it all for the glory of God 1 Corinthians 10:30b
367. When I am faced with opposing wills, I have the ability to have fluidity. When the answer is "No" that means I need to find a different route to make the answer "yes".
368. When making decisions, I try and remember that the next action I take will either create a new possibility or it will repeat the past. Which is it I'm looking for?
369. When nothing is sure, everything is possible.- Margaret Drabble
370. Will come back to list after I have thought a bit
371. William Bridge's model of transition/change
372. Willingness to stand alone, autonomy, at the same time recognizing there is only one, communion.
373. Work hard, stay alert.
374. Work on one future activity each day beyond current tasks.
375. Work-Life balance is very important. Giving yourself time to enjoy and relax, spend time with loved ones makes you a more effective leader and helps you deal with stress.
376. x
377. x
378. You are your own best cheerleader - so cheer loud enough for others to hear!
379. You can make a contribution no matter what your role. Be the best at what you do. Uncover all the angles. Don't be hung up or intimidated by someone's title. It's what that person can bring to the table for skills and attitude that matters in the end.
380. You can manage tasks, but you must lead people.

- 381. You can't please all of the people all of the time.
- 382. You have two ears and one mouth for a reason - listen to those around you before you speak or take action - be a thoughtful leader
- 383. You learn from every experience and who you learn from could be younger, older or the same age/generation as you.
- 384. You never know what you can achieve until you try.
- 385. You'll never know unless you ask the question.