

Some thoughts from 'The Leadership Pill'...

By Ken Blanchard and Marc Muchnick

- You can make a huge difference in the way others feel about themselves by letting them know that you appreciate their efforts and recognize that what they do is important.
 - Each of us has the power to recognize the goodness in others.
 - I have yet to meet a group of people who are incapable of becoming a high-performing, committed team IF leadership has 'integrity', 'partnership' and 'affirmation'.
 - Integrity is about creating a set of operating values and then living true to them. When a leader's actions embody the organization's values, the result is a value-driven culture. Integrity lays the foundation for trust and respect!
 - Partnership implies that leaders need to help their people work, learn, and grow together in unity. It seems like all the money, recognition, and power move up the hierarchy, away from the people who do all of the work and who are closest to the customer. Partnership harvests the potential of the team.
 - Affirmation makes people feel valued. It lets people know that what they do is important.
 - Praise is most effective when it is specific, sincere, and given as soon as possible after desired behavior occurs.
 - Truly effective leaders win the trust and respect of their team members. They excel at empowering others by letting them know that what they do is important.
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- Profit is the **applause** you get for taking care of your customers and creating a motivating environment for people.
 - **Trust** is what happens when values and behaviors match up.
 - People are more apt to **trust** and **respect** you when what you say and what you do are one in the same.
 - The true test of leadership is to win the **trust** and **respect** of the team, keep their motivation running high, and help them reach new heights. As a result, the team will work together and consistently perform well over time even when the leader is not around.
 - **Leadership** is not just what happens when you're there, it's what happens when you're not there.
 - **Leading People** is the opposite of trying to control them.
 - **Praise** is the easiest way to let people know they are **appreciated**.
 - **Leadership** is the process of getting everyone to the place they are supposed to go.
 - The highest achievement as a leader is winning the **respect** and **trust** of your team.
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