

# Business Tips - Leadership



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## Section: 1 Leadership

### Servant Leadership

# Servant Leadership











## The Only Cheat Sheet You Need




**Traditional Model**  
(top down)  
*Team serves the leader*

**Servant Model**  
(bottom up)  
*Leader serves the team*

### 10 Tenets of Servant Leadership

 <b>Listening</b> Actively listen to others and try to understand what they're saying.	 <b>Conceptualization</b> Balance today's tasks with long-term goals and dreams.
 <b>Empathy</b> Feel what others feel and value their unique experiences.	 <b>Foresight</b> Learn from the past to predict future outcomes and their impact.
 <b>Healing</b> Help others achieve emotional and psychological well-being.	 <b>Stewardship</b> Take responsibility for the care of your team and organization.
 <b>Awareness</b> Know yourself and how you impact others and the larger community.	 <b>Growth Commitment</b> Help each person on your team develop personally & professionally.
 <b>Persuasion</b> Convince people to build consensus instead of commanding them.	 <b>Building Community</b> Create a sense of community and mutual respect in the organization.

ronniekinsey.net Ronnie Kinsey 

# strategy+business 10 Principles of Strategic Leadership

1

Distribute responsibility.



2

Be honest and open about information.



3

Create multiple paths for raising and testing ideas.



4

Make it safe to fail.



5

Provide access to other strategists.



6

Develop opportunities for experience-based learning.



7

Hire for transformation.



8

Bring your whole self to work.



9

Find time to reflect.



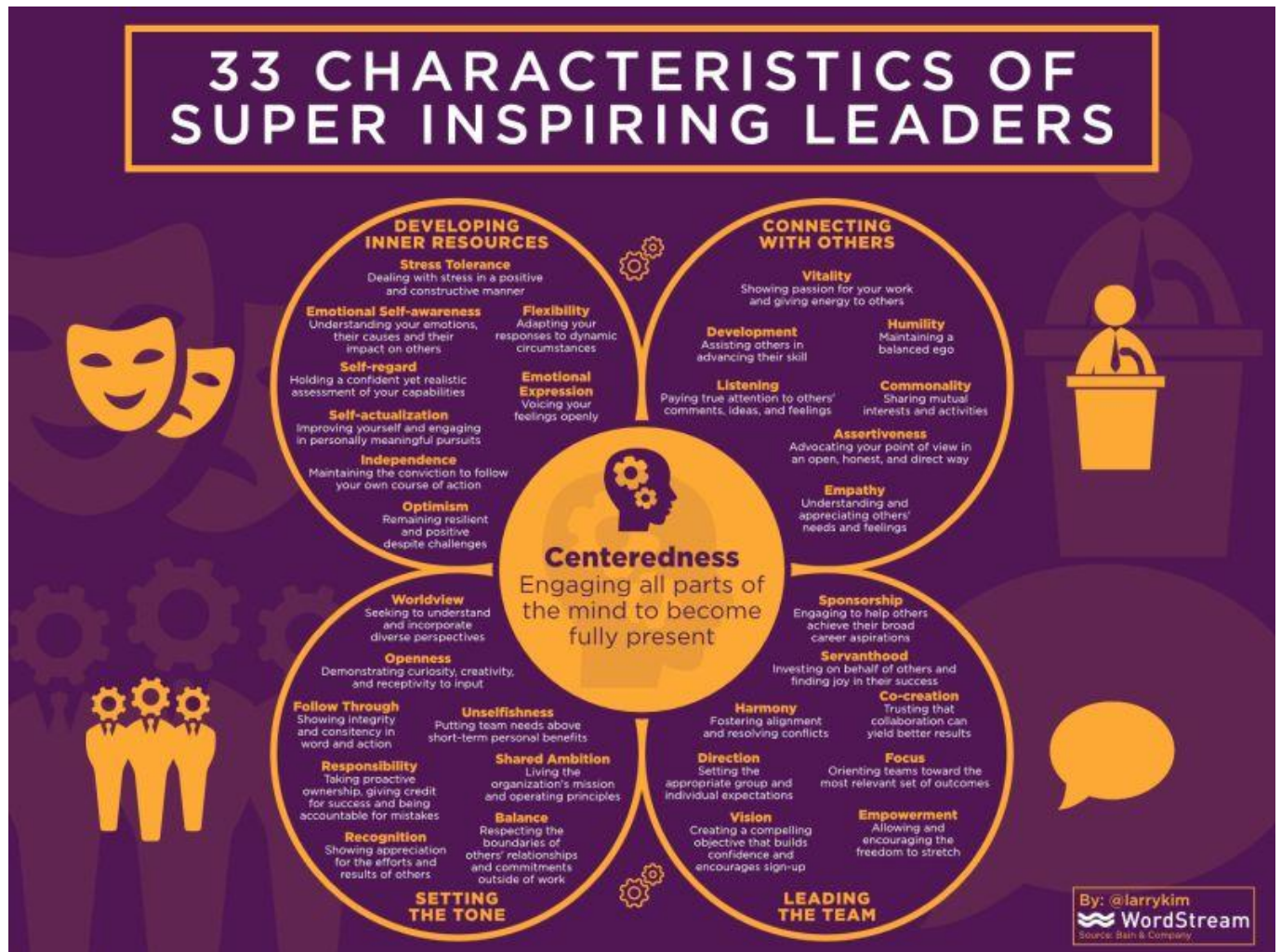
10

Recognize leadership development as an ongoing practice.



For further insights, see: [strategy-business.com/10principlesstrategy](http://strategy-business.com/10principlesstrategy)  
Infographic: Opto Design / Lars Leetaru

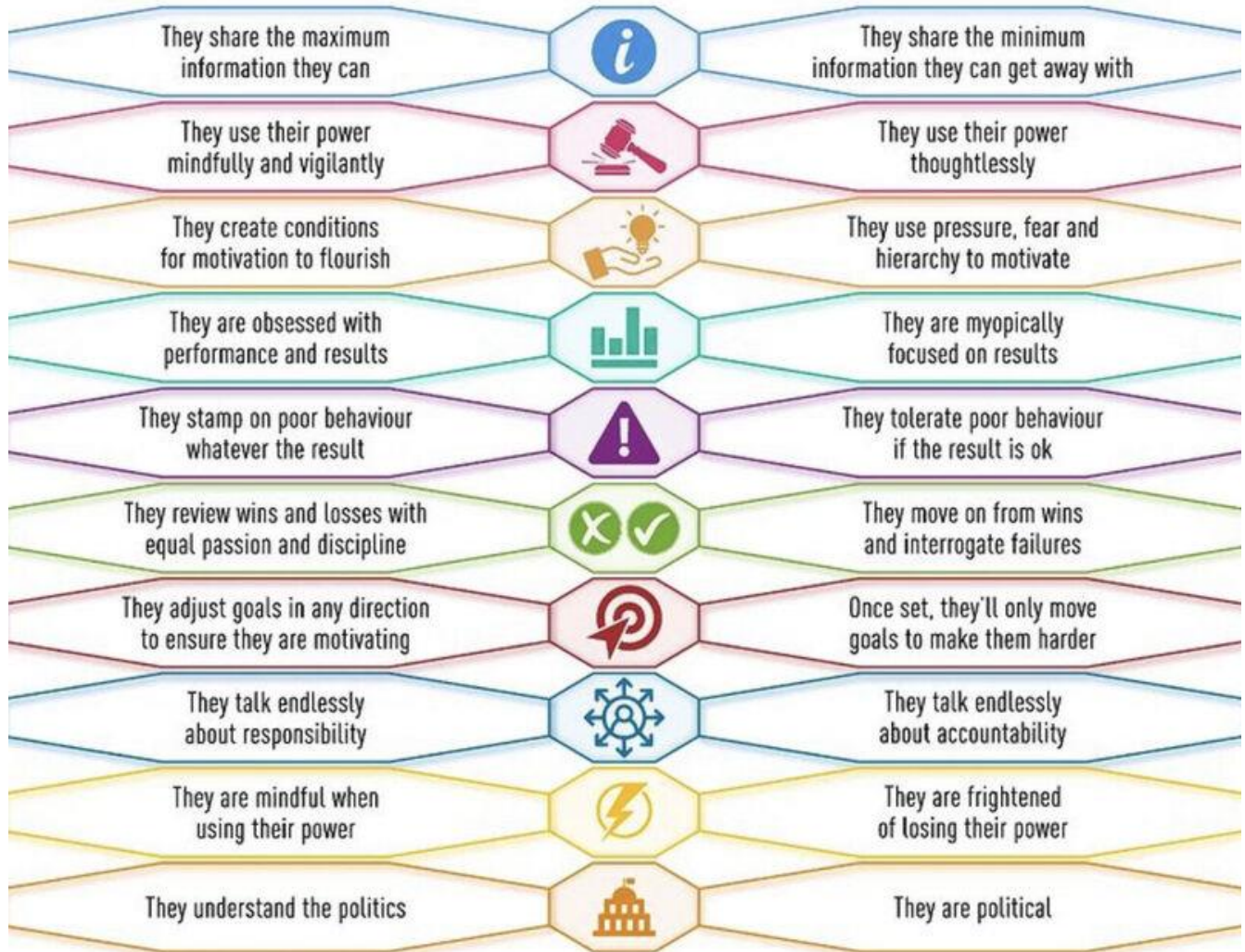
## 33 Characteristics of Super Inspiring Leaders



Leaders Who Deliver vs. Leaders Who Destroy

## Leaders who **DELIVER** VS Leaders who **DESTROY**

Data source: @venngage.com | Infographic design by @agrassoblog for educational and motivational purposes



# How to Delegate

## CEO SUCCESS SHEET

Delegation is a crucial skill for busy CEOs. It's not just about offloading tasks. It's about empowering your team and focusing your efforts where they matter most. Done right, it boosts productivity and strengthens leadership.

### WHEN TO DELEGATE

Michael Hyatt's  
5 Levels of Delegation

5

Make the decision, no need to report back.

4

Make the decision, then inform me.

3

Give me options, then I'll decide.

2

Research and report back to me.

1

Do exactly what I say.

Trust

### WHAT TO DELEGATE

Choose what to delegate based on value to the org & alignment w/ your expertise.

Important but not critical tasks you're currently doing.		High-value tasks only you should be doing.
Stop Doing (for now)	High Alignment	Take Back
		High Value
Stop Doing	Low Alignment	Delegate
		Low Value
Tasks that aren't important or value-adding.		Important tasks that don't need your specific expertise.

### HOW TO DELEGATE

11 provent tips to delegate effectively

1. Identify the Right Person

Match the task to someone with the skills and time to do it well.

2. Be Clear on the Outcome

Explain what success looks like. Use numbers or milestones.

3. Use a Delegation Level

Pick a level from Hyatt's 5 Levels to set how much freedom they have.

4. Set a Firm Deadline

Always set a due date. Make it non-negotiable.

5. Break It Down

For complex tasks, list out smaller steps. Create checklists.

6. Agree on Communication

Specify how you want updates. Email, Slack, face-to-face?

7. Allocate Resources

Make sure they have the tools and budget before starting.

8. Address Hurdles

Ask them to identify possible problems upfront. Work out solutions.

9. Review and Feedback

Schedule regular check-ins. Adjust the plan as necessary.

10. Make Them the Owner

Give them ownership of the outcome. It increases accountability & quality.

11. Celebrate Wins

When a delegated task is done well, acknowledge and reward the effort.

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Eric Partaker

in Top Voice

## Lacking direction as a leader? Fix it now. Become the The Ultimate 80/20 Leader

### The Pareto Principle



1

80% time on 20% Most Critical Work



- Don't get swayed by work that isn't important.
- Create value by working smarter and prioritising more impactful work.

2

80% time Listening and 20% Speaking

- Do not just wait for your time to speak.
- Practice active listening.
- Ask more questions for further clarity.



3

80% on Questioning and 20% on Answering.



- Utilise the power of questions to help your team to find the solutions.
- Empower them to make their own decisions.

4

80% time Guiding their 20% High Achievers

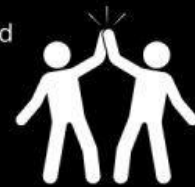


- A high achiever is 400% more productive than the average.
- Guide high achievers towards success and push them to achieve more.

5

80% on Praise and 20% on Critique.

- Aim to balance praise and appreciation with constructive feedback.
- All wins should be celebrated.



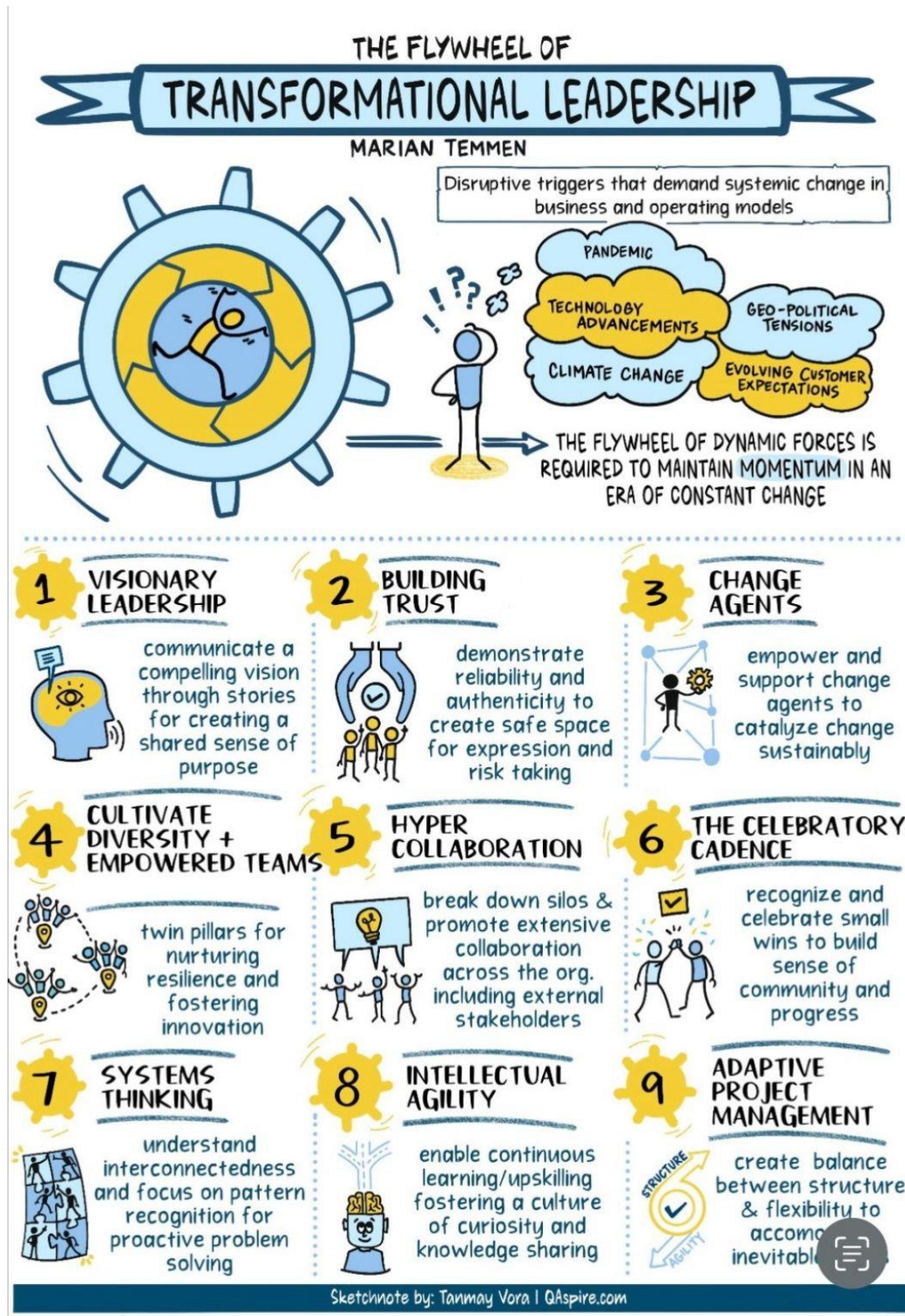
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## DELEGATION FOR LEADERS THE ULTIMATE CHEAT SHEET

### The 70% Rule

If someone can complete the task to at least 70% of your standard, delegate it to them. This promotes growth and development.

### The Golden Rules of Delegation

- 1 **Always provide context.** Help your team understand the bigger picture.
- 2 **Make sure resources are available.** Equip your team with the necessary tools, time, and training.
- 3 **Be crystal clear about expectations.** Ensure there's no ambiguity about what's expected.
- 4 **Establish feedback mechanisms.** Set up regular check-ins or methods for feedback.
- 5 **Be patient and offer guidance when necessary.** Understand mistakes happen. Offer help and direction when needed.
- 6 **Recognize efforts.** Celebrate achievements and acknowledge hard work.
- 7 **Always follow up.** Summarise what's been agreed. Schedule a follow up meeting to review.

### The Eisenhower Matrix

	Urgent	Not Urgent
Important	DO	SCHEDULE
Not Important	DELEGATE	DELETE

### The Five Levels of Delegation

Defines how much freedom an employee has:

- 1 **Wait to be told:** Do exactly as instructed.
- 2 **Ask what's next:** Complete the task, then ask for the next one.
- 3 **Recommend, then act:** Provide recommendations, then act on them unless advised otherwise.
- 4 **Act, then inform:** Complete the task, then inform the leader.
- 5 **Act independently:** Full authority on decisions without needing to inform.

### The "Who, What, When"

A simple way to break down tasks:

- Who** Clearly identify who is responsible.
- What** Specify what needs to be done.
- When** Define a deadline.

### Define Your "Commander's Intent"

Always share the main purpose of a task. This way, even if plans change, the main goal is still reached. It lets people make decisions that match the leader's main vision.

<b>TOP 30 LEADERSHIP KPIs</b>						
<b>Strategy</b>	<b>STRATEGY UNDERSTANDING</b> Team alignment with organizational strategy	<b>GOAL ACHIEVEMENT</b> Extent of goal realization against set targets	<b>INITIATIVES SUCCESS</b> Progress and impact of strategic initiatives  @Justin Mecham	<b>MARKET POSITION</b> Understanding and boosting the organization's position in the market	<b>STAKEHOLDER SATISFACTION</b> Level of satisfaction for: customers, employees, shareholders	<b>RISK MANAGEMENT</b> Identification and mitigation of potential risks that could affect strategic objectives
	<b>EMPLOYEE SATISFACTION</b> Measurement of employee contentment and morale	<b>RETENTION RATE</b> Ability to retain key talent over time	<b>PROGRAM EFFECTIVENESS</b> Success of leadership and employee development programs	<b>COMMUNICATION EFFECTIVENESS</b> Quality and effectiveness of internal communication	<b>TEAM COLLABORATION</b> Level of collaboration and teamwork within and across departments	<b>LEADERSHIP TRUST</b> Degree of trust and confidence in leadership
<b>Efficiency</b>	<b>PROCESS EFFICIENCY</b> Optimization and streamlining of operational processes	<b>COST REDUCTION</b> Effective management and reduction of operational costs	<b>PRODUCTIVITY RATE</b> Output per employee or team over a set period	<b>RESOURCE UTILIZATION</b> Effective resource utilization for: human, financial, and physical assets	<b>QUALITY ASSURANCE</b> Ensuring the quality and standards of products or services	<b>CUSTOMER SATISFACTION</b> Measurement of customer satisfaction and experience
	<b>REVENUE GROWTH</b> Rate of increase in organizational revenue	<b>PROFIT MARGINS</b> Measurement of profitability against revenue  @Justin Mecham	<b>COST MANAGEMENT</b> Effectiveness in managing and controlling costs	<b>CASH FLOW MANAGEMENT</b> Ensuring positive cash flow to sustain operations and support growth	<b>FINANCIAL FORECASTING</b> Accurate prediction of financial trends and potential challenges	<b>INVESTMENT EFFICIENCY</b> Assessing the returns on investments against the goals
<b>Innovation</b>	<b>INNOVATION INDEX</b> Measurement of new ideas, products, or processes introduced	<b>MARKET RESPONSIVENESS</b> Ability to adapt to market changes and opportunities	<b>CONTINUOUS IMPROVEMENT</b> Improving organizational efficiency and effectiveness with continuous progress	<b>TECHNOLOGY ADOPTION</b> Effective utilization of new technologies to drive innovation	<b>LEARNING AND GROWTH</b> Encouragement and facilitation of learning and growth opportunities	<b>COMPETITIVE ADVANTAGE</b> Developing and maintaining a competitive edge in the market

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The Ultimate Cheat Sheet Collection For Leaders

## The Ultimate Cheat Sheet Collection For Leaders

**How to give yourself a Personal MBA (in 6 months)**

This cheat sheet provides a structured approach to learning business fundamentals over a six-month period. It is organized into three main sections: **Section 1: Business Fundamentals**, **Section 2: Financial Literacy**, and **Section 3: Marketing & Sales**. Each section includes key concepts, definitions, and practical examples to facilitate understanding and application.

**LEADERSHIP STYLES**

This cheat sheet explores various leadership styles and their applications. It includes a section on **10 Leadership Styles** with brief descriptions of each. A prominent feature is the **Situational Leadership** model, which maps leadership styles against follower readiness. It also includes the **Situational Intelligence Model**, which links leadership styles to specific situational factors.

**PATRICK LENCIONI'S 5 DYSFUNCTIONS OF A TEAM**

This cheat sheet details the five dysfunctions that can hinder team performance, as outlined by Patrick Lencioni. The dysfunctions are: **1. Absence of Trust**, **2. Fear of Conflict**, **3. Lack of Commitment**, **4. Avoidance of Accountability**, and **5. Inattention to Results**. Each dysfunction is accompanied by a brief explanation and potential consequences.

**20 SENTENCES THAT WILL 10x YOUR PRODUCTIVITY**

This cheat sheet lists 20 powerful, actionable sentences designed to boost productivity and focus. Examples include: "I will manage my time more effectively by..." and "I will increase my productivity by...". The sentences cover areas like task prioritization, time management, and maintaining focus.

**HOW TO DELEGATE**

This cheat sheet provides a comprehensive guide to effective delegation. It starts with **Why Delegate?** and lists several key rules: **1. The Value Rule**, **2. The 80/20 Rule**, **3. The 50/50 Rule**, and **4. The 10/90 Rule**. It also includes a **Delegation Matrix** that maps tasks to delegation methods based on task importance and the delegatee's skill level.

**Maslow's Hierarchy For Leaders**

This cheat sheet applies Maslow's Hierarchy of Needs to leadership. It shows how a leader's own needs and the needs of their team members influence their behavior and decision-making. The hierarchy is presented as a pyramid with five levels: **Physiological**, **Safety**, **Belongingness**, **Esteem**, and **Self-actualization**.

**Get Your Time Back**

This cheat sheet offers 10 techniques to reclaim time and increase productivity. It includes a **1-5-5 Rule** for task prioritization, a **10-Minute Rule** for quick wins, and a **Task Delegation Matrix** for assigning tasks effectively. It also provides tips on managing distractions and improving focus.

**THE KPIs CHEAT SHEET**

This cheat sheet provides a comprehensive list of Key Performance Indicators (KPIs) for various business functions. It is organized into categories such as **Financial**, **Operational**, **Customer**, and **Human Resources**. Each KPI is accompanied by a brief description of what it measures and how to calculate it.

**STRESS MANAGEMENT**

This cheat sheet offers strategies for managing stress effectively. It includes a **Stress Management Model** showing the relationship between stressors, stress, and performance. It also provides **5 Tips for Managing Stress** and a **Stress Management Checklist** to help leaders identify and address their stressors.

**HOW TO GIVE FEEDBACK**

This cheat sheet provides several models for giving effective feedback. It includes the **SBI Model** (Situation-Behavior-Impact), the **COIN Model** (Context-Observation-Intent-Negotiation), the **GROW Model** (Goal-Reality-Options-Will), and the **CEDAR Model** (Context-Event-Data-Action-Result). Each model includes a brief explanation and key steps for implementation.

**POSITIVE PSYCHOLOGY**

This cheat sheet explores the science of positive psychology and its application in leadership. It includes a **Character Strengths and Virtues (CSV)** framework, a **PERMA Model** for well-being, and **6 Tips to Enhance Your Wellbeing**. It also discusses the benefits of positive psychology for both leaders and their teams.

**BUILDING TRUST CHEAT SHEET**

This cheat sheet provides a comprehensive guide to building trust in the workplace. It includes a **Trust Building Model** and **5 Key Elements of Trust**: **1. Integrity**, **2. Honesty**, **3. Reliability**, **4. Transparency**, and **5. Accountability**. It also offers practical tips and a **Trust Building Checklist**.

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## Leadership styles

Data source: growthtactics.net | Infographic design by @agrassoblog for educational and motivational purposes

### COACHING

Coaching leadership is focused around developing subordinates.



### DEMOCRATIC

Democratic leadership is a form of leadership where decision making is shared with members of a group.



### VISIONARY

Visionary leaders have a vision of where a company or organization should be.



### PACESETTER

The leader set very high goals and standards to get things done better and faster.



### TRANSACTIONAL

Transactional leadership is a style of leadership in which punishments and incentives are used to motivate employees.



### TRANSFORMATIONAL

Transformational leadership is a styles in which the leader inspires and motivates employees to produce a change in the organization.



### LAISSEZ-FAIRE

Laissez-Faire is a hands-off style of leadership.



### SERVANT

Servant leaders believe in people first.



### AUTOCRATIC

In autocratic leadership, the boss or manager makes all the decisions.



### BUREAUCRATIC

Bureaucratic leadership is a rules based leadership style.



# THE C-SUITE

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## WHO THEY ARE | WHAT THEY DO | WHY THEY EXIST | HOW THEY ADD VALUE

“C-Suite” refers to the highest-ranking executive titles within a company. These roles are pivotal in strategic decision-making, driving growth, and steering the company towards its goals. This cheat sheet provides a snapshot of the key C-Suite roles.

### **CEO** Chief Executive Officer

**What:** Sets and leads the company's overall strategy, vision, and direction.

**Why:** To make major corporate decisions and oversee the entire organization.

**How:** Provides vision & leadership. Drives growth, innovation, & long-term success.

### **CFO** Chief Financial Officer

**What:** Manages the company's financial health, strategies, and reporting.

**Why:** To ensure financial stability, guide economic decisions, and manage risks.

**How:** Oversees financial planning, risks, and accounting. Drives profitability and growth.

### **COO** Chief Operating Officer

**What:** Oversees daily operations, implements business strategies, drives efficiency.

**Why:** To ensure efficient and effective operational management and resource allocation.

**How:** Enhances productivity, supports strategic goals, and optimizes processes.

### **CIO** Chief Information Officer

**What:** Oversees IT systems, internal IT operations, and data management.

**Why:** To manage and secure the company's technology infrastructure and data.

**How:** Implements effective IT strategies, ensures IT efficiency, safeguards info.

### **CHRO** Chief Human Resources Officer

**What:** Leads employee functions, organizational culture, and talent development.

**Why:** To attract, develop, and retain a skilled and motivated workforce.

**How:** Builds positive work environment, fosters employee growth, oversees HR policies.

### **CMO** Chief Marketing Officer

**What:** Leads marketing efforts, brand strategy, and customer engagement initiatives.

**Why:** To drive business growth through effective marketing and advertising strategies.

**How:** Builds brand recognition, generates revenue through marketing, engages customers.

### **CRO** Chief Revenue Officer

**What:** Aligns all revenue-generating processes, strategies, and customer acquisition.

**Why:** To consistently grow company revenue and streamline sales processes.

**How:** Optimizes sales and marketing strategies for sustained revenue growth.

### **CTO** Chief Technology Officer

**What:** Directs technological innovation, tech strategy, and digital transformation efforts.

**Why:** To keep the company technologically advanced, competitive, and innovative.

**How:** Leads tech development, customer-facing initiatives, and new tech opportunities.

### **CLO** Chief Legal Officer

**What:** Manages legal, regulatory, compliance issues, and corporate governance.

**Why:** To protect the company from legal risks and uphold ethical standards.

**How:** Ensures legal compliance, guides corporate legal strategies, advises on policies.

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Leadership is a Privilege

**“Leadership  
isn't a  
privilege  
to do less,  
it's a responsibility  
to do more.”**

*Kristen Hadeed*

# Effective Leadership

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## The Only Cheat Sheet You Need



### Key Competencies

<p><b>Strategic Decision-Making</b></p> <p>Making informed, timely decisions with long-term vision.</p>	<p><b>Empathetic Communication</b></p> <p>Building connections through listening and constructive dialogue.</p>	<p><b>Innovative Thinking</b></p> <p>Supporting creativity and adaptability for continuous improvement.</p>
<p><b>Emotional Intelligence</b></p> <p>Recognizing/managing personal and team emotions effectively.</p>	<p><b>Resilient Leadership</b></p> <p>Demonstrating strength and flexibility in challenging situations.</p>	<p><b>Team Empowerment</b></p> <p>Guiding and mentoring to support team growth and collaboration.</p>

- L Listen**  
Encourage input. Ensure all voices are heard.
- E Empower**  
Give authority and confidence to others.
- A Adapt**  
Anticipate change and be flexible.
- D Decide**  
Make confident, informed choices.
- E Encourage**  
Motivate and support your team.
- R Respect**  
Value everyone's contributions.
- S Strategize**  
Plan effectively to achieve goals.
- H Honesty**  
Be truthful and transparent.
- I Inspire**  
Ignite passion and shared purpose.
- P Persevere**  
Persist through challenges.

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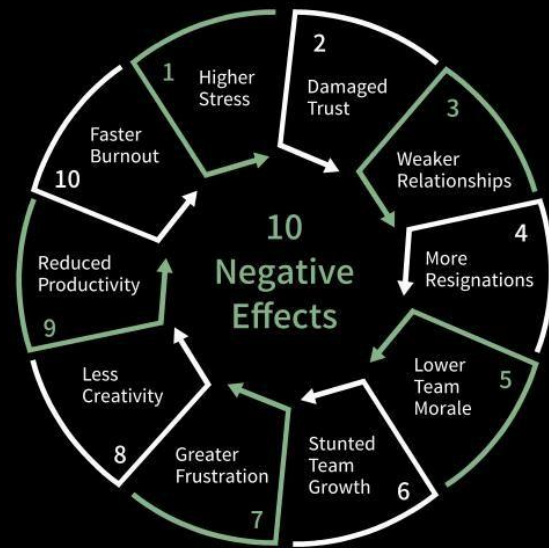


# Micromanagement

is the best way to get the least from your team.

## 7 Signs You're a Micromanager

- 1 Your team can't work without you.
- 2 You request frequent updates on every task.
- 3 Your team won't take initiative on their own.
- 4 Your team hesitates to make any decisions.
- 5 You feel uneasy when not in control of every detail.
- 6 You redo others' work to meet your standards.
- 7 You focus more on how work gets done than on the results.



## 6 Steps to Stop Micromanaging

1. Know that micromanagement leads to bad results.
2. Recognize when and how you micromanage.
3. Delegate tasks clearly and trust your team.
4. Set goals but give flexibility in how to reach them.
5. Focus on outcomes rather than processes.
6. Provide feedback constructively, not critically.

## What to Do if You're Being Micromanaged

1. Tell your manager how you work best.
2. Show initiative by proposing solutions.
3. Request feedback on your performance.
4. Build trust by delivering high-quality work.
5. Set boundaries respectfully and professionally.
6. Ask for more responsibility to show your abilities.
7. Seek clarity on their expectations and your authority.
8. Document your work progress and share it proactively.
9. Go to HR or a talk to a trusted leader if it doesn't improve.
10. If it becomes unbearable, find a job where you're valued.

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## Nine Things Great Leaders Say Every Day

# 9 THINGS GREAT LEADERS SAY EVERY DAY

Start every day planning to say each of these things to at least one person, and watch the results:

### 1 "THIS IS THE SITUATION."

People want to know what's going on. Odds are, they'll find out anyway, or worse, fill in the gaps with conjecture. So be the kind of leader who ensures everyone knows. Don't sap morale, or rob yourself of your team's insights, and make people feel undervalued. Sound crazy to let them in on everything? Walmart founder Sam Walton did it for decades, and he did okay.

### 2 "HERE'S WHAT WE'RE DOING."

A leader is supposed to lead. People will offer great suggestions, especially if you're saying and doing everything else on this list, but you need to be able to make decisions and stand behind them. Your team needs to know where you're trying to take them, and how. Also, don't forget the crucial corollary: You need to be able to say "no," especially to moves that would be inconsistent with your plan.

### 3 "WHAT DO YOU NEED?"

This is crucial for two reasons. First, people need to know that you care about them on personal and professional levels, and that you want them to succeed. Second, if you've put together a great plan, you need to leverage every person's abilities to the maximum extent possible. If they are not able to give it their all, you want to know why.

### 4 "TELL ME MORE."

Let people know you're more interested in finding good answers than hearing yourself speak. Give others implicit permission to share their opinions—or heck, invite them explicitly, if you have to. Staying quiet is an invitation for others to offer ideas and insights.

### 5 "REMEMBER OUR VALUES."

You can't possibly stare over the shoulder of every person making decisions that affect your organization, but you can remind them to make choices that the rest of their team will be proud of. Reminding people of your values requires, of course, that you can actually articulate shared values.

### 6 "I TRUST YOU."

If you can't trust the people on your team, then they shouldn't be on your team. You need to trust their integrity, their judgment, their confidence and their passion—and you need to ensure that they understand how much you depend on them.

### 7 "YOU CAN COUNT ON ME."

The flip side of that last point is true as well. If your team can't trust you, they shouldn't do you the great honor of letting you lead them. So tell them you've got their back, and then work like hell to fulfill the promises you make.

### 8 "WE CAN DO BETTER."

One of the toughest, most crucial parts of leadership is to push your team to a higher standard than they might set for themselves. That means congratulating them when they do well, but also not coddling them when they don't live up to their potential. It also means admitting when you fail to live up to those standards, too.

### 9 "LET'S CELEBRATE!"

Don't create a culture in which the only reward for great work is more work. Instead, make it a practice to celebrate your wins, both large and small. This can mean big parties and bonuses, but it can be just as important to call people out for great work and congratulate them for their milestones—both professional and personal.

Source: [www.inc.com/bill-murphy/jr/9-things-great-leaders-say-every-day.html](http://www.inc.com/bill-murphy/jr/9-things-great-leaders-say-every-day.html)

### ONE-ON-ONE MEETINGS QUICK GUIDE FOR MANAGERS

- 1** It's their meeting, not yours. Listen and support. 
- 2** Schedule weekly 30-minute slots. Reschedule, never cancel. 
- 3** Your agenda: acknowledging achievements, coaching opportunities, support, and skill growth. 
- 4** Find a quiet, private space. Sometimes, do them out of the office. 
- 5** Don't jump right into the agenda. Start by taking a genuine interest in them and their life. 
- 6** Then listen. Focus. No phone or computer. 
- 7** Repeatedly ask: "What do you need from me?" or "How can I support you in that?" 
- 8** Give specific, actionable feedback with examples - ALWAYS give examples. 
- 9** Give constructive criticism between positive feedback. "I really like how you did..." 
- 10** Involve them in setting goals. Encourage them to share their own aspirations and ambitions 
- 11** Ask them how you can be a better manager for them. Ask them what you can work on. 
- 12** Share ideas to help them improve their skills and professional development. 
- 13** Take good notes: key points, goals, action items. If you said you were going to do something - do it. 
- 14** Provide ongoing support, monitor their progress, and offer guidance as needed. 
- 15** Reinforce accountability and celebrate their achievements. 

### ONE-ON-ONE MEETINGS QUICK GUIDE FOR EMPLOYEES

- 1** This is YOUR meeting. 
- 2** Come prepared with your own agenda. 
- 3** This is your time to show exactly how awesome you are; ask for what you need help with; and get skill/professional development. 
- 4** Start with "wins": Share the great things you have done. Have proof/data to back it up. 
- 5** Then cover items you need help with: Be very specific "I am having trouble with \_\_\_\_ and need \_\_\_\_." 
- 6** Share your long-term goals. Discuss how your current work aligns with those aspirations. 
- 7** Ask about professional growth options. Skills you want to develop/learn. How to get your next raise/promotion. 
- 8** If any goals or expectations are unclear, don't hesitate to ask for further guidance and examples. 
- 9** Be honest about any obstacles hindering your progress. "\_\_\_\_ is preventing me from \_\_\_\_ so I please need your help with \_\_\_\_." 
- 10** This is the time to ask for everything you need to be successful. 
- 11** If you feel you are not being heard, ask in a different way. Be open and honest. 
- 12** Take good notes: key points, goals, action items. Keep your commitments - always. 
- 13** Implement the feedback received. Work towards achieving the set goals. 
- 14** Regularly update your manager on progress. 

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# LEADERSHIP MYTHCONCEPTIONS

World's most contagious leadership falsehoods



**Leaders are born, not made**  
Anyone can learn and develop leadership skills.



**The smartest person should lead**  
Emotional intelligence and people skills often matter more.



**Leaders must have all the answers**  
The best leaders empower others to find solutions.



**Leadership is about being in charge**  
Leadership involves serving and enabling others to act.



**Greater rank = superior leadership**  
Leadership depends on influence, not just position.



**Leaders shouldn't be vulnerable**  
Showing vulnerability can build trust and authenticity.



**Leadership is a solo activity**  
Leadership involves collaboration and team synergy.



**Great leaders are charismatic**  
Many effective leaders are quiet and unassuming.



**Leaders don't need feedback**  
Continuous feedback is vital for a leader's growth.



**Leadership is about being popular**  
Leadership sometimes requires tough, unpopular decisions.



**Good leaders are always confident**  
It's normal for leaders to have uncertainties alongside confidence.



**Leaders must be extroverts**  
Introverts can lead effectively with thoughtful reflection and deep listening.



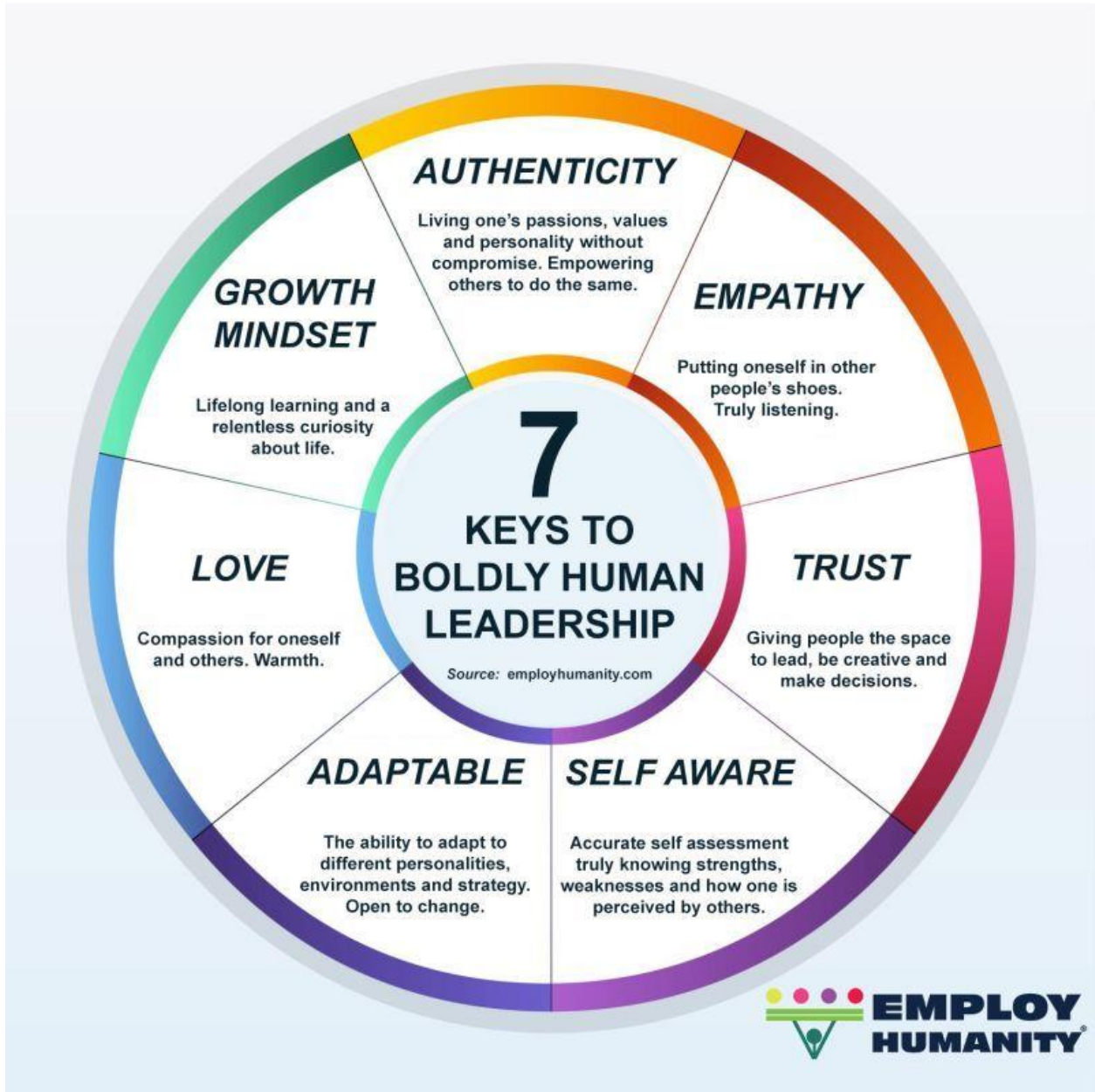
**Leadership is inherently stressful**  
Effective leadership involves delegating and managing stress healthily.



**Leadership is about being at the top**  
Leadership occurs at all levels, often from the middle or bottom.

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## 7 Keys To Boldly Human Leadership



# DNA Behavior®

## The Inclusive Leader



Steal this Cheat Sheet to Work Smarter, Not Harder

# HOW TO DELEGATE

## Why Delegate?

- D** Develop skills and confidence in your team.
- E** Enhance efficiency by assigning the right tasks.
- L** Lighten your workload to focus on big-picture strategies.
- E** Empower team members to take initiative and grow.
- G** Generate new ideas through collaboration.
- A** Avoid burnout by sharing responsibilities.
- T** Trust your team's abilities and judgement.
- E** Elevate overall team performance and morale.



## Time Value Rule

1. Determine what your time is worth.
2. Delegate all tasks of a lower value.
3. Focus only on high-value activities.

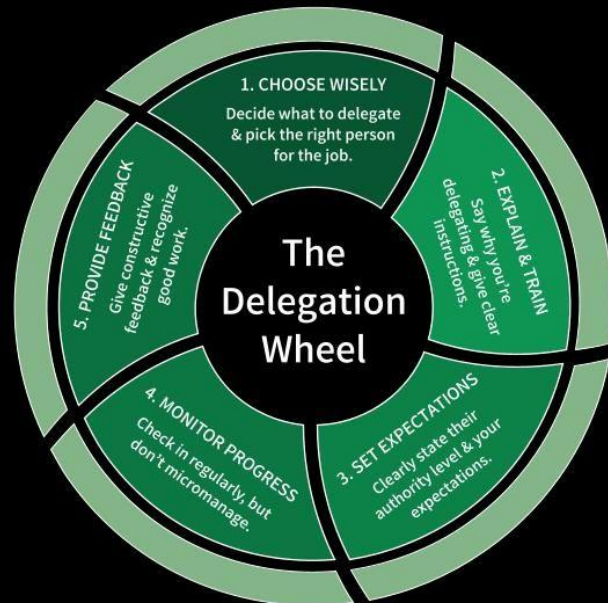
## 80/20 Rule

- ★ 80% of results come from 20% of efforts.
- ★ Figure out your 20% of tasks with impact.
- ★ Delegate the less impactful 80%.



## 70% Rule

If someone can do a task at least 70% as well as you, delegate it. It'll free up your time and help them grow.



Want a high-res PDF of this? Follow [Chris Donnelly](#) & join his [Step by Step Newsletter](#).

# 10 Qualities of an ADAPTIVE LEADER

### 1 Creative Problem Solver

Seeks out the real problem to be solved and identifies issues before they become insurmountable obstacles. Focuses on the big picture, working with others who add to the vision and make it greater. Appreciates and assimilates business ideas from multiple perspectives.

### 2 Empathic

Builds their team with empathy, nurturing the next generation of leaders. Self-aware, inspires loyalty, and communicates clearly.

### 3 Openness & Communication

Communicates their vision and generates enthusiasm. Motivates and inspires team members who see the vision and want to bring it to fruition. Open to exploring radical new ideas. Shares information and knowledge.

### 4 Collaboration

Develops people's capabilities. Builds and cultivates relationships between individual and organisational intentions, systems, behaviours and cultures. Facilitates the process of collaborative enquiry, encouraging open dialogue.

### 5 Expertise

T-shaped people - a depth of knowledge in one or two areas, and a breadth of knowledge and skills across others. This allows them to add knowledge in their area of expertise and support or defer to others' expertise when needed.

### 6 Explorer

Has a high tolerance for risk. Considers outcomes to make well-calculated risks and is willing to change direction or kill an idea if it won't deliver value. Accepts, adapts and promotes change.

### 7 Strategic Thinker

Brings strategic foresight to the change process. Knows how to identify, capture and use trends and insight to inform the big picture vision and then translate it into step-by-step actions.

### 8 Lifelong Learner

Has a lifelong commitment to continuous learning, always willing to grow, unlearn and relearn. Understands that their abilities and intelligence can be developed. Takes on challenges, learning from mistakes and actively seeking new knowledge.

### 9 Proactive

Prepared to jump in and participate. Energised by action and enjoys leading change that leads to improvement and innovation. Allows creative ideas to flourish and able to drive projects forward to completion.

### 10 Enabling

Influences and aligns stakeholders with diverse interests and enables employees to make performance a collaborative effort.





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## The Leader's Checklist

sketchnote by @haypsych  
Hayley Lewis

### THE LEADER'S CHECKLIST

from The Leader's Checklist, 10th Anniversary Edition  
16 mission-critical principles - by Michael Useem

#### 1. ARTICULATE A VISION

FORMULATE A CLEAR AND PERSUASIVE VISION AND COMMUNICATE IT TO ALL MEMBERS OF THE ENTERPRISE



#### 2. THINK AND ACT STRATEGICALLY

SET OUT A PRACTICAL STRATEGY FOR ACHIEVING THE VISION IN SHORT AND LONG-TERM, AND ANTICIPATE REACTIONS



#### 3. HONOUR THE ROOM

FREQUENTLY EXPRESS YOUR CONFIDENCE IN AND SUPPORT FOR THOSE WHO WORK WITH AND FOR YOU



#### 4. TAKE CHARGE

EMBRACE A BIAS FOR ACTION, OF TAKING RESPONSIBILITY EVEN IF IT IS NOT FORMALLY DELEGATED, PARTICULARLY IF YOU CAN MAKE A DIFFERENCE



#### 5. ACT DECISIVELY

MAKE GOOD AND TIMELY DECISIONS AND ENSURE THEY ARE EXECUTED



#### 6. COMMUNICATE PERSUASIVELY

COMMUNICATE IN MEMORABLE WAYS; SIMPLICITY AND CLARITY HELP



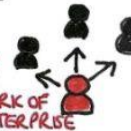
#### 7. MOTIVATE OTHERS

APPRECIATE THE DISTINCTIVE INTENTIONS PEOPLE BRING AND THEN BUILD ON THOSE DIVERSE MOTIVES TO DRAW THE BEST FROM EACH



#### 8. EMBRACE THE FRONT LINES

DELEGATE AUTHORITY EXCEPT FOR STRATEGIC DECISIONS, AND STAY CLOSE TO THOSE NEAREST THE WORK OF THE ENTERPRISE



#### 9. BUILD LEADERSHIP IN OTHERS

DEVELOP LEADERSHIP THROUGHOUT THE ORGANISATION



#### 10. MANAGE RELATIONSHIPS

BUILD ENDURING PERSONAL TIES WITH THOSE WHO LOOK TO YOU, AND HARNESS FEELINGS AND PASSIONS



#### 11. IDENTIFY PERSONAL IMPLICATIONS

HELP EVERYBODY APPRECIATE THE IMPACT THAT VISION AND STRATEGY LIKELY TO HAVE ON THEIR WORK



#### 12. CONVEY YOUR CHARACTER

SHOW YOU ARE A PERSON OF INTEGRITY THROUGH WHAT YOU DO AND SAY



#### 13. DAMPEN OVER-OPTIMISM

COUNTER THE HUBRIS AND CONFIDENCE OF SUCCESS, FOCUS ATTENTION ON UNRESOLVED ISSUES, GUARD AGAINST RISKS



#### 14. BUILD A DIVERSE TOP TEAM

ENSURE THOSE ON TEAM HAVE ABILITY AND ARE COLLECTIVELY CAPABLE OF RESOLVING ALL KEY CHALLENGES



#### 15. PLACE COMMON INTEREST FIRST

IN SETTING VISION, STRATEGY AND MAKING DECISIONS, COMMON PURPOSE COMES FIRST, PERSONAL INTEREST LAST



#### 16. THINK LIKE A CEO

BE A COMPLETE LEADER BY USING ALL 15 ITEMS ON THE CHECKLIST WITHIN YOUR CONTEXT



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To learn more about DNA Behavior International and the solutions we offer, please visit:

[www.dnabehavior.com](http://www.dnabehavior.com)

If you have any questions or would like to discuss with an executive on our team, please email us at:

[inquiries@dnabehavior.com](mailto:inquiries@dnabehavior.com)

