

# PRINCIPLES OF CAPITAL L LEADERSHIP

Wear your own custom-fit suit of 'resilience armour', built from things that you love and that strengthen you

Know your team and support them through both success and crisis

Never be afraid to live out loud and set an example to get buy-in

Don't be afraid to show genuine emotion when you feel it. Vulnerability is not a weakness unless you make it an excuse

Have even the toughest conversations in a timely, honest fashion and they will go more smoothly than you could have hoped

If you say you have an open-door policy, remember it when someone comes through your open door

Hearing and listening are not the same thing – everyone hears, Leaders listen.  
Reserve your opinions until you're asked for them

Get in front of mistakes, admit them, and limit the damage.  
Mistakes persist until you acknowledge them as mistakes

A Leader's role in a crisis: 1 – say something about the crisis, 2 – do something about the crisis

There are stars in even the darkest skies, but you may have to strain to see them through the blackness

Where there's no trail, make one, and leave a path carved out for those who will follow you

Look in the mirror often, and follow the advice of the person you see there when it comes to yourself

Effective, two-way communication is the lifeblood of leadership. Practice it constantly.  
One-way leadership is a lecture

Retreat is a viable option if done tactically, timefully, and mindfully

Self-care is survival, not selfish; and work is work, not life

When the universe knocks, open the door. Quickly

Career suicide is overrated!



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