



What have we heard them say?  
What can we imagine them saying?

The leaders who offer blood, toil, tears and sweat always get more out of their followers than those who offer safety and a good time. When it comes to the pinch, human beings are heroic.



What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

Think

- Instead of thinking only of themselves, they include others.
- Instead of advancing their individual success, they work toward building a successful team.
- Instead of dwelling on problems, they focus on solutions
- Instead of making things complicated, they simplify.
- Instead of trying to determine who is right, they think in terms of what is right.



What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?



What behavior have we observed?  
What can we imagine them doing?

Leadership is the act of guiding a team or individual to achieve a certain goal through direction and motivation. Leaders encourage others to take the actions they need to succeed. To be a great leader, it is necessary to learn and cultivate the skills it takes to be effective. You may even use leadership skills as an entry-level associate when training new hires or leading a meeting.

**Feel**  
Equality, inclusion, and self-awareness are essential to good leadership. But they can be tricky to hone and dangerous to use. Eighteen leaders and scholars explore how to manage emotional intelligence. Leadership couples emotional intelligence with the courage to raise the tough questions, challenge people's assumptions about strategy and operations—and risk — is how you make people feel when they have to work with you. It starts with humility and the idea that those around you have lots to

## Leadership

 [See an example](#)