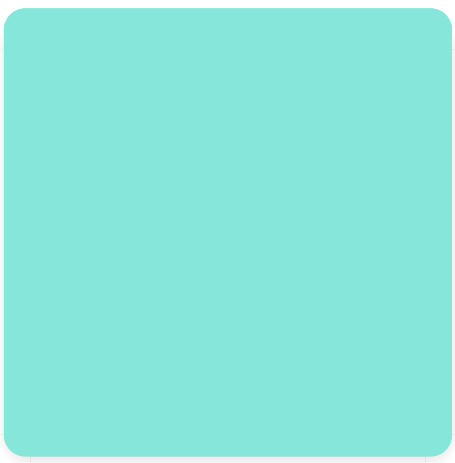
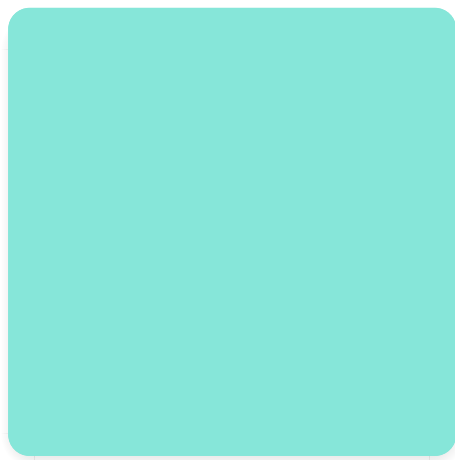




Says

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

Leadership is the art of getting someone else to do something you want done because he wants to do it

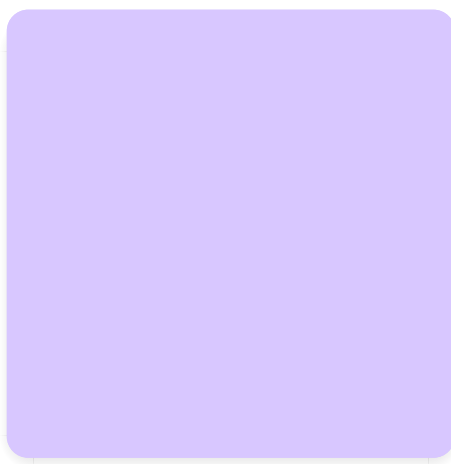


Thinks

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



Leadership



Leaders set direction and help themselves and others to do the right thing to move forward. To do this they create an inspiring vision, then motivate and inspire others to achieve it.



Does

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



Feels

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



Empathy, intuition, 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.