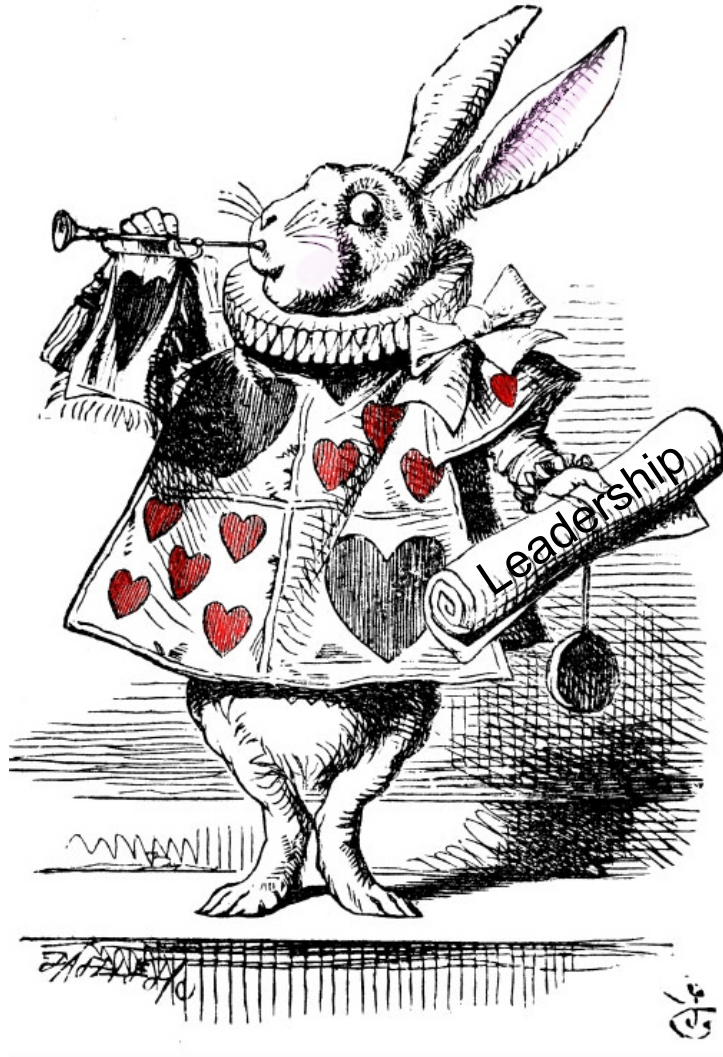


# Leadership in Wonderland

## Workbook



**Susan Goldberg & Rebecca Lacy**

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Welcome to the Leadership in Wonderland Workbook.

We hope you are enjoying your journey with Alice and friends. We encourage you to take the time to complete the following workbook to enrich your learning experience.

Leadership is a journey and this is intended to help you along your chosen path. Keep it because you may want to refer to it in the future.

If you find you would like a Caterpillar or Beaver to help you on your journey, we invite you to contact us at [Leadership.in.Wonderland@gmail.com](mailto:Leadership.in.Wonderland@gmail.com).

Susan & Rebecca

## 1 THE TEAS

### WHAT ALICE LEARNS

- She has an unrealistic sense of her own abilities and expects herself to be perfect in everything.
- She doesn't know who she is and what she offers.
- When she lets her imagination run away with her, it creates further problems and fears.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. Was Alice's nap at the beginning of the chapter symbolic of anything? If yes, what?

What other symbolism or metaphors did you see in the chapter?

2. Alice may doubt her credibility as a CEO and owner, and therefore refers to herself as a “just a child”. Have you ever felt like you were an imposter parading like a professional, questioning your own credibility like many leaders have at some point in their lives?

If this has this happened to you, how did you handle the situation?

3. When Alice is told two very negative tales from Cheshire Cat, how can she know whether to trust the Cat? How can she know whether to believe the tales?

#### SHORT ANSWER QUESTIONS:

1. Rumors/gossip can hurt an organization by: (Check all you feel apply)

- ☐ Damaging its reputation
- ☐ Reducing employee morale
- ☐ Causing employees to question leadership and each other
- ☐ Damaging trust internally and externally
- ☐ Creating stress
- ☐ Producing self-doubt in leaders and employees
- ☐ Negatively impacting productivity
- ☐ Costing the organization money

2. Is Cheshire Cat, a....? (Check all you feel apply)

- ☐ tattler tale
- ☐ gossip
- ☐ an ally
- ☐ nuisance
- ☐ spy
- ☐ feline
- ☐ soothsayer

3. It's difficult for Alice to listen to Caterpillar's advice. Do you feel that's because ...? (Check the best answer).

- ☐ a. She believes it's a sign of weakness to need advice
- ☐ b. She doesn't fully trust him
- ☐ c. She doesn't like him
- ☐ d. She judges his dependency on his hookah
- ☐ e. He is no longer a full-time employee but an outside consultant
- ☐ f. She is still in denial about anything wrong

Why did you pick this answer?

## 2 DAM!

### WHAT ALICE LEARNS

- Being presented with any news, be it good or bad, is better than having it withheld.
- Change is necessary for growth.
- It is okay to admit your shortcomings and ask for assistance.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. Alice approaches Beaver in a very negative manner, and his first reaction is to respond to her in the same way. If someone approaches you in a way you don't like, how do you ensure you don't cause the situation to escalate by responding back in the same manner?
2. Many people think a leader is required to have all the answers. In fact, it is more important to know the right questions to ask, and of whom to ask them. How would you advise Alice to use this leadership technique to enhance her rapport with Beaver?
3. Initially Alice sees change as a major threat. She may even see it as a sign of weakness to

admit change is necessary. She certainly does not welcome it.

What about change bothers you most?

What about change do you most welcome?

How does your outlook on change have an impact on your life?



### SHORT ANSWER QUESTIONS

1. On a scale of 1 to 10 (with 1 being worst and 10 being best) how would you rate your ability to adapt to change?
2. At the beginning of the chapter, Alice is quite snippy. In fact, she is in a foul mood. Why is this so? Is it because... ? (Circle all that apply)

- ☐ her feet are wet
- ☐ Beaver saw her make a mistake
- ☐ she's hungry and needs a Snickers
- ☐ she realizes she isn't perfect
- ☐ there are threats to her company and she had been unaware of them
- ☐ she realizes she is the problem
- ☐ because she is a moody person
- ☐ Other:

3. Alice has demonstrated she does not want to hear bad news even at the expense of her company. Have you ever avoided a situation when you knew you were going to be confronted with bad news?

Yes

No

### 3 DAM INTERRUPTIONS

#### WHAT ALICE LEARNS

- She needs to do a better job of recognizing the good qualities and attributes of others.
- She needs to learn patience.
- She needs to be more receptive to information people bring to her.

What other lessons do you see Alice has encountered in this chapter?

#### DISCUSSION QUESTIONS

1. Alice is under the misconception that if she hired the right people the company should operate successfully without any of her further supervision or feedback. Why is feedback so important?
2. Alice's feelings of superiority have shown up again and again in how she treats others, from Caterpillar to Beaver to Penguin. It is assumed she is entitled to her reactions because she is the founder and CEO of the business. How do you feel people respond to a leader who exhibits an attitude of superiority?

3. Alice seems unaware of who she is, including her weaknesses. Caterpillar, Beaver and Penguin have all tried to politely enlighten Alice so she can better understand herself and her motivation. She prefers to ignore their comments.

What do you see as her weaknesses?

Why is it important to understand your weaknesses as a leader?

What can you do about them?

Who is the appropriate individual to provide guidance to a leader?

Why?

### SHORT ANSWER QUESTIONS

1. Alice, like many people, is impatient. What she doesn't realize is that the more impatient she is the more others will respond to her in a negative way. What kind of behavior can she expect from others when they are responding to her impatience? (Check all you feel apply)

- ☐ they ignore her
- ☐ they keep silent, because they are afraid to speak
- ☐ they withhold information
- ☐ they pushback with anger
- ☐ they give her lip service but do what they want
- ☐ all the above

2. Alice has chosen to be blind to many things. Which of the things below has she actually been aware of? (Check all you feel apply)

- ☐ Her mistreatment of others
- ☐ She has left the company to its own management for far too long
- ☐ Her attention can be diverted easily
- ☐ She doesn't enjoy listening to others particularly when they are telling her she is mistaken
- ☐ She is having conversations with animals
- ☐ She is not yet aware of any of these things

Why did you pick this answer?

3. Alice cannot expect Leaves-of-Wonderland to thrive until she can confront her own weaknesses.

True

False

Why do you feel that way?

## 4 DOWN THE RABBIT HOLE

### WHAT ALICE LEARNS

- Honey attracts more bees than vinegar.
- The ability to communicate effectively is a sign of strength.
- As owner, she has the right and responsibility to ask hard questions and expect answers.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. There seems to have been a lot of tension in the discussions with Rabbit. How could Alice have better diffused the situation with Rabbit so she might have received better cooperation?
2. What signs should Alice look for to determine if an employee, like Rabbit, is genuinely busy or just “busy being busy” as she accused him of being?

3. If you were in Rabbit's situation, what would you be assuming and feeling about your leader after Alice's visit? What questions would you have had for Alice?

### SHORT ANSWER QUESTIONS

1. Asking questions is a sign of

Strength

Weakness

Why did you answer as you did?

2. What might Rabbit be trying to hide?

The figures on the papers on his desk

He isn't accomplishing anything

His cluttered desk

His love of timepieces

That he spent too much on his Rolex pocket watch

Why did you select the answer you chose?

3. If Alice wants to work together with Rabbit, what does she have to do? (Check all that apply)

- ☐ Convince Rabbit they are both working for the good of the company
- ☐ Show him her watch collection
- ☐ Make him clean off his desk
- ☐ Threaten to fire him if he doesn't become more organized
- ☐ Compliment his commitment to timeliness

Why did you choose that/those answers? How will those actions assist Alice?

## 5 ALICE ENTERS THE DARKEST DEBTS

### WHAT ALICE LEARNS

- Alice is seeing that things aren't always simple: issues in business are not always black or white; they can be gray.
- By asking questions and listening one can build rapport and understanding, which opens the opportunity for cooperation.
- Alice sees a team who works well together is supportive of each other.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. Mouse's behavior at the outset of the chapter was very strong for such a little animal. How would you feel if someone questioned your professionalism? Is there a better way Alice could have handled herself with Mouse and still have been able to receive the answers she wanted from him and his finance colleagues?
2. What were some of the positive traits the department exhibited during Alice's visit she should have considered in her discussions with them?



3. When did Alice have an “about face” during this chapter? What do you suppose triggered the change in her behavior?

### SHORT ANSWER QUESTIONS

1. Which best describes the finance department? (Select the answer you feel is the best)
- ☐ They are a bunch of bird brains
  - ☐ They are an argumentative group
  - ☐ The team believes they have done the best job with the financial statements given the resources and information provided to them
  - ☐ They are uncooperative
  - ☐ They are overly defensive in their combined attitude.

Why did you select this answer?

2. In your opinion, at the close of the chapter, did it seem Rabbit was justified in offering up the finance department as the culprit of the company's problems?

Yes

No

Why did you select this answer?

3. Alice should have conferred with Dodo, the finance department manager, if she had concerns, rather than addressing Mouse.

True

False

## 6 UNMASKING MESSES

### WHAT ALICE LEARNS

- How to be assertive without being accusatory, argumentative or condescending.
- Others respect her, and appreciate it when she is willing to step up and take a risk because it shows her confidence.
- Unbridled energy and enthusiasm without training and direction towards achieving a goal, can be counter-productive.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. In this chapter we can see Alice is becoming a bit more humble. What evidence do you see of that happening?
2. How would you advise Alice to handle the Puppy situation?

3. In your opinion, what was the most important thing Alice learned during her visit to Manufacturing? Why?

### SHORT ANSWER QUESTIONS

1. Puppy is to blame for the messes in manufacturing.

True

False

Why do you feel this way?

2. The biggest mistake Alice made during this visit was: \*(

Not to have put a leash on Puppy when she had an opportunity

Not introducing herself, assuming everyone would know her

Not firing the employees who mask Puppy's messes

Not knowing what HR stands for

Why do you feel this is the biggest mistake?

3. In Chapter 5, the Finance team told Alice Manufacturing was responsible for the financial messes. Are the problems in Manufacturing the root cause of the issues in the other departments or are they symptoms of a greater problem? (Select best answer)

They are the root cause

They are symptoms of a greater problem

Don't know – it's too early to tell for sure

## 7 A ROYAL PAIN

### WHAT ALICE LEARNS

- Loyalty is underrated.
- Strong emotions such as anger can cloud effective decision-making, which can lead to grave mistakes. Sometimes you need to take a break from an escalating situation, do something else and then return to it with new perspective and a clearer mind.
- Anyone can be vulnerable in a meeting, no matter their role or title, if they aren't prepared.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. Was Alice well prepared for her meeting with Duchess? If you had been Alice how would you have prepared differently? Why?
2. How would you describe the feelings Duchess has toward Alice? How does she feel about her job? Are the two connected?

3. From the way Duchess seems to run her department, would she make a better leader than Alice? If so, why? What do you like or dislike about her style of leadership?

### SHORT ANSWER QUESTIONS

1. Do you feel Duchess is an asset to the company or a liability?

Why?

2. Penguin is helpful to Alice in this chapter.

True

False

3. What does the squealing pig symbolize in the chapter and/or in the story so far?

A dissatisfied employee

A dissatisfied customer

Alice

The Duchess

The cat-fight between the two females

The shrill voice of some of the complainers and blamers in the story

Don't care

Why did you select this answer?

## 8 TEA TOTALING

### WHAT ALICE LEARNED

- There can be more depth to a person than their job description or job duties might indicate.
- They need to take time out of the bustle of their work environment to gather and analyze their findings in order for them to have a renewal of purpose.
- Alice has an ability to see the worth of an individual when others may not be as aware.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. A good leader can often see positive attributes in people others may not see, and Alice is beginning to have this ability. Therefore, no one is one hundred percent good or bad. She is able to get a more realistic assessment of those who work for her, and perhaps of herself as well. If you were the CEO, would you fire Duchess for her behavior (as Penguin would have suggested) or would you have adopted Alice's point of view and valued her positive qualities above her negative qualities?

Why would you take this position?

2. How would you advise Alice to handle her concerns regarding the incident with Hatter?
  
  
  
  
  
  
  
  
  
  
3. Does Penguin deflect Alice's apologies so she feels better about herself? If so, what do you feel is his motivation?

#### SHORT ANSWER QUESTIONS

1. Alice and Penguin's break for tea was an important part of their day. Do you agree?  
Yes  
  
No

Why or why not?

2. Alice was insulted by Duchess' treatment of her.

True

False

What evidence is there to support your answer?

3. The Duchess will best be able to assist Alice by...? (write your best response)



## 9 BIRD BRAINS

### WHAT ALICE LEARNED

- She is truly becoming a leader as she realizes she may not always be the direct cause of the issues at the company, but that does not alleviate her of the responsibility.
- Having courage doesn't mean you aren't afraid.
- Even when a leader acts a certain way, it doesn't mean they are 100% confident with their actions and decisions.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. What is the pivotal moment for Alice in this chapter? Why?
2. Both Griffin and Mock Turtle look good on paper, but they have clearly been put in a position for which they are not prepared since they are unable to pass the bar. What are Alice's options to resolve this situation? Which of the options would you recommend and why?

3. Alice says that she doesn't know what she is doing wrong, so how can she do it correctly. If you were Alice's coach what are the primary points you would recommend that she work on? What suggestions would you give her about how to make progress?

SHORT ANSWER QUESTIONS:

1. Having two lawyers on staff who are unable to pass the bar is a bad business decision. Who do you assume is responsible?

Alice

HR

Hatter

Penguin

Queen of Hearts

Who knows?

2. Was Alice right in admitting to Penguin she didn't know if she acted correctly with the legal team?

Yes

No

Why did you select this answer?

3. Did Alice gain enough information by visiting the legal team to make the detour worthwhile?

Yes

No

## 10 BEAVERLY ADVICE REVISITED

### WHAT ALICE LEARNED

- Growth is a journey not a destination.
- Knowing what questions to ask is essential for acquiring the information you need to solve problems.
- Self-motivation and sense of self comes from within. They are necessary for growth. If you are always seeking confirmation and acknowledgment from others, you become dependent upon them and miss the opportunity to trust yourself to make decisions.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. What is Beaver's role in this chapter? Why do you feel he is an important figure to Alice?

Do you agree with the advice that Beaver gave Alice? Do you agree with how he conveyed the advice to her?

2. What questions would you formulate for HR in preparation for the upcoming meeting?

3. Why is this chapter important to the story?

SHORT ANSWER QUESTIONS:

1. Which department meeting has been the most influential in Alice's growth up to this point?

Operations

Finance

Manufacturing

Quality control

Legal

Why did you select this answer?

2. Is Penguin jealous of Beaver's influence over Alice?

Yes

No

Why did you select this answer?

3. What is causing the most dread for Alice in anticipation of the trip to HR?

## 11 A SMOKEY OMEN

### WHAT ALICE LEARNED

- Paying attention to signals/warnings is important.
- Regardless of anything else, pleasing the customer is the essential purpose of the company because without customers, there are no sales.
- Being defensive doesn't help her solve anything.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. What change, if any, do you see in Alice? If you see a change, what do you think it means for her and the company?
2. Why does Caterpillar see things others in the company do not? How can Alice use this to her advantage?

3. What circumstances at the company have left it vulnerable for the foreign competitor?

SHORT ANSWER QUESTIONS:

1. As a hands-on leader, is it wise of Alice to delegate something as important as the continued customer research to Caterpillar?

Yes

No

Why did you select the response you did?

2. Which statement do you feel is most accurate?

Alice has gathered enough information and should now go confront Hatter and the Queen.

Alice should continue on her quest for information to ensure she is well armed before confronting them.

3. Have you ever mistaken a product that was close to another brand, only to find out it wasn't the purchase you had intended?

Yes

No

If yes, what was the product? \_\_\_\_\_

For future purchases, did you go back to the original product or were you happier with the replacement?

## 11.5 I SPY A MARKETING DEPARTMENT

### WHAT ALICE LEARNED

- To think more strategically as evidenced by her desire to visit the marketing department to gather information.
- To be more confident and assertive with the departments.
- That it's much more important to gather information from an employee than it is to blame the employee or informant.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. In your opinion, what has contributed to the boredom that the folks in Marketing are experiencing? How does this translate into 'real world' situations?
2. In this chapter as well as in others, Alice negates something that Penguin has said in the presence of others. In this instance she says, "Penguin, that's no way to talk with this charming flamingo". Does she handle this in an appropriate manner? If no, how would you coach her to say it differently?

3. What additional information do you think that Alice should have tried to glean from her visit with Flamingo?

### SHORT ANSWER QUESTIONS

1. Would you have visited the marketing department after discovering the competitor's strategies from Caterpillar's research or would you have kept to the original plan of going straight to Human Resources?

Yes

No

Is it a question of "staying on track" or "not sweating the small stuff"?

2. Do you think that there is a spy at the company?

Yes

No

What makes you feel as you do?

3. Was Alice too easy on Flamingo with her questioning?

Yes

No

Why or why not?

Have you ever questioned someone in a superficial way because you didn't want to know the real answers, didn't care, or weren't willing to deal with the consequences because a decision would have to be made?



## 12 HR CAWING

### WHAT ALICE LEARNED:

- Fear of the unknown is often worse than the reality of a situation.
- When you give a character a chance to vent their frustrations, they are often more amenable to listening afterward.
- Folks might be both happier on the job and do a better job if they receive positive feedback.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. Have Alice's fears of HR and its impact on the company been realized? Why or Why not?
2. Is the CEO ultimately responsible for hiring? If not, who is?

3. What evidence of Alice's growth do we see in this chapter?

SHORT ANSWER QUESTIONS:

1. Do you feel Alice showed the proper respect for Magpie when they first meet?

Yes

No

Does Alice's behavioral change toward Magpie at the end of the chapter cause you to have second thoughts about how you initially viewed Magpie?

Yes

No

Do you believe you would have been fair-minded with Magpie?

Yes

No

Why or why not?

2. Who is the **biggest** culprit in creating the problems in HR? (Select best answer)

Magpie

Alice

Hatter

Penguin

Duchess

Queen of Hearts

3. What is the symbolism of Magpie repeating herself?



## 13 THE TRUTH REVEALED

### WHAT ALICE LEARNED

- There are different levels of truth. That which is on the surface may not be enough to build trust and loyalty.
- Showing one's vulnerabilities can be a sign of strength.
- Misinformation and gossip is toxic and anyone can fall victim to it.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. Why do you think Penguin, who knows Alice better than anyone, would be vulnerable to Hatter's misinformation campaign?

If you were Alice, after Penguin seems to regain his sense of self, would you have trusted him to remain that way?

2. How much 'truth' is enough for a leader to share with her team members in order to build trust and respect?
  
  
  
  
  
  
  
  
  
  
3. Why does Hatter want to erase Alice from the minds of the employees?

### SHORT ANSWER

1. The saying "The truth shall set you free," is very apt here. Why is it so important for Alice to be honest if she wants people to 'remember' her? (Check all that apply)
  - ☐ She wants people to trust her
  - ☐ She wants to gain sympathy
  - ☐ It is difficult to be consistent when you are lying
  - ☐ Without the truth, she seems shallow and unmemorable
  - ☐ It draws upon common experiences so that employees will build a bond with her
  - ☐ It makes her more human
  - ☐ Other: \_\_\_\_\_
  
2. Beaver implies being open and honest is a sign of strength. Do you agree?
  - Yes
  - No
  - Sometimes

Why? \_\_\_\_\_

3. Beaver believes telling the whole truth is the antidote to Hatter's spiced tea. Is there another other antidote you could have suggested to Alice?

Yes

No

If so, what?

## 14 FISTICUFFS: DUELING POTENTATES

### WHAT ALICE LEARNED

- Taking emotion out of conflict and simply using facts is the best way to present one's argument.
- Many people do not like conflict and will avoid it at any cost.
- You can't plan for every obstacle you may face.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. It is easy to consider Hatter the villain in this story, but is he really?

What do you think of his strategy and his motives?

2. The way the encounter between Alice and Hatter occurred escalated the animosity between them. This means there is little chance for compromise. What can Alice do as a next step that might help diffuse the conflict, and gain Hatter's support?

3. As the Chairman of the Board of Directors, what role *should* the Queen of Hearts play in determining the future of the business? What motives might she have?

SHORT ANSWER:

1. What positive attributes do you feel Hatter possesses?
2. If you were an employee of Leaves-of-Wonderland, who would you trust to have the best intentions for the company, and who would you follow?

Alice

Hatter

Queen of Hearts

None are convincing enough yet

3. What motivates Hatter's relationship with the Queen? (Check all that you feel apply)

- ☐ Fear
- ☐ Awe
- ☐ Friendship
- ☐ Politics
- ☐ He has a crush on her
- ☐ Common desire to do what is best for the company
- ☐ Common desire to do what is best for themselves
- ☐ Other



## 15 GATHERING STEAM

### WHAT ALICE LEARNED

- A clear direction and plan with many pieces is necessary when a large goal is at stake.
- Alice, Penguin and Beaver need to communicate in the language of each of their potential allies in order to be understood and to be listened to. They also must keep the best interest of each ally in mind and address it in order to motivate them.
- She must accept there are many things beyond her control.

What other lessons do you see that Alice has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. In this chapter, all of the employees, the team approached, are persuaded to follow. What would have happened if any one of them had not? Which of those approached would have been least likely to follow the plan? What could they have done to show their lack of support?
2. Why do you feel the employees were eager to show up to the Town Hall meeting in the Clearing?
3. How else could Alice have foiled Hatter's and the Queen of Hearts' plans to weaken Alice's

influence and sell the company? What would you have suggested?

### SHORT ANSWER QUESTIONS

1. How does Alice exhibit courage in this chapter?

Why do you feel this way?

2. Do you feel there is a real leader or the key influencer other than Alice in the story?

If so, who?

Why?

3. The **biggest** mistake Alice made so far in our story is:

- a. Not to have taken Cheshire Cat's warnings seriously from the beginning
- b. Not to have overseen Hatter's management of the company
- c. To have been entirely absent from the company for so many years
- d. Not to have taken herself seriously as a leader and as an adult with responsibilities
- e. Not to have been clear with Hatter as to his responsibilities when she hired him
- f. Not to have had a clear exit plan when she left the company originally
- g. To have hired a consultant and not to have listened to him
- h. Other: \_\_\_\_\_

## 16 LEAVES OF TRUTH SERUM

### WHAT ALICE LEARNED:

- Sometimes faking confidence will help you feel confident.
- Courage isn't a lack of fear; it is doing that which scares you in spite of the fear.
- Give someone a good name to live up to and they will seldom disappoint you.

What other lessons do you see Alice has encountered in this chapter?

### DISCUSSION QUESTIONS

1. This is the first time Alice has addressed the entire company as its leader and founder. What was the one incident in the story that enabled her to get to this point?
2. Were you surprised by the turnaround of Hatter and the Queen of Hearts? Why? Do you believe they will follow Alice? Was Alice was right to bring them into the fold?

3. Picture yourself as one of the employees who is not in a leadership role. As you listen to Alice, what would you have felt after the presentation? Would she have won your loyalty? Is there something more you wish she had said?

SHORT-ANSWER QUESTIONS:

1. Do you feel confident Alice can deliver on what she promised the employees?

Yes

No

Why or why not?

2. Who do you think will be Alice's **greatest** ally going forward: (Select best answer)

Beaver

Penguin

Hatter

Queen of Hearts

Duchess

Puppy

Magpie

Why did you pick this individual?

3. What should Alice's next step be? (Select best answer)

- a. Meet with Hatter and the Queen
- b. Meet with the foreign competitor
- c. Discover who is the spy within the company
- d. Determine everyone's role in the turnaround of the company
- e. Meet with each department individually to get their ideas behind a potential turnaround
- f. Write a business plan
- g. Go to Disneyland
- h. Have a strategy session with Beaver and Caterpillar

Why did you select this answer?

## 17 THE END, THE BEGINNING, AND THE MIDDLE

### WHAT RS LEARNED

- Big ideas can come from the most unusual places.
- Dwelling in the past will not solve today's problems.
- The first step in solving problems is a belief they can be solved.

What other lessons do you see RS has encountered in this chapter?

### DISCUSSION QUESTIONS:

1. What are the similarities between RS and Alice? How about their companies?
2. RS mentions that it has been a long time since she has felt like a winner. How does a sense of defeat impact your ability to solve problems?

3. We don't know much yet about RS' situation. However, knowing what you have learned about Alice and Leaves-of-Wonderland and the team she assembled around her, how would you suggest RS assemble her team of allies? What attributes should be represented?

### SHORT-ANSWER QUESTIONS

1. RS uses her favorite tea to reward herself. How do you reward yourself for a job well done or as motivation for a hard task?
2. Do you feel RS having spent the entire night in the office has improved her chances of coming up with a solution to her problems? Or would she have been better off leaving and coming back? What have you found works best for you?
3. If you were Regina Corazon how would you have reacted to RS' handling of this morning's phone call?

## 18 *YOUR STORY*

### SUMMARY

This chapter is strictly for your own personal usage. Alice's story has been told...at least to a point. What about yours? You've read the book. You've completed the primer. Now it's time for you to move on - just like LookingGlasses and Alice's tea company. Use this space to write down what you want to remember and keep with you as you move forward in your life. You can take it with you!

Lessons you encountered while experiencing Leadership in Wonderland:



What are the things you most likely will remember about reading the book?

How will those things you learned impact your personal journey as a leader going forward?

How will you implement what you've learned?

How will you measure your success?

How will you celebrate your successes?

Alice had Beaver and Caterpillar as her mentors/advisors, and Penguin as her 'cheerleader' on her journey. Who do you have or could you have to assist you?