* Have a beginner’s mind – it is the ability to see reality as it is right now, rather than being stuck in the realities of past experiences.
* Don’t have cognitive rigidity – it is to impose our image of reality as it was yesterday on today.
* Set clear expectations. Empower people to deliver results.
* Keep the flow of information immediate, current and transparent.
  + Communicate bad news and good news, before, during and after events.
* Think of negations as conversations.
* Show humility and be humble. Accept that we are all vulnerable. (Open to criticism and improvement.)
* Show respect in every interaction. Consider and appreciate low-level employees, new hires, competitors, suppliers, lenders and shareholders.
* Look for ways to help employees overcome challenges before reprimanding them for poor performance.
* Change with time and embrace it in order to stay relevant and thrive.
* When the winds of change blow some build walls and some build windmills. Do the later. (Don’t be stubborn, rigid and conservative.)
* Personal leadership five D’s – Discipline, dedication, dependability, determination and delivery.
* Effective communication is a two-way process – listening with an intent to understand and speaking with an intent to respond.
* If you want to go fast, go alone but if you want to go far, go together.
* To essentially develop and sustain a winning team, a leader should –
  + Bring together the people toward a common vision and objective.
  + Promote comradeship and make everyone a team player.
  + Establish a great bonding throughout the journey.
* Show a sign of positive leadership by praising in public and reprimanding in private.
* When something goes wrong, fix the process not the people.
* Credit the team for success and hold yourself accountable for any undesired outcome.
* Attributes of a transformational leader –
  + transformational vision
  + growth mindset
  + collaborating and cooperating with the team and competition
  + being firm on goals and flexible on approach
  + courage and mental strength
  + accountability, honesty and commitment