

GLOSSARY

Leading Without Formal Authority

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Use these terms and definitions below to understand concepts taught in the course.

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Term	Definition
empathy	Understanding the way another person feels
informal authority	Authority created by your expertise and influence rather than your job title
mentor	A person who provides emotional support and training while motivating employees
organizational hierarchy	The different levels of authority that make up the structure of an organization
reactive behavior	Instantly reacting to a negative occurrence without thinking about the outcome
team mindset	The way a group of people cooperate with one another and demonstrate increased engagement in a collaborative environment