



Leadership

Lately I've been thinking a lot about what leadership means to me and what makes a good leader. As I reminisced about all of the amazing (and not-so-amazing) leaders I've encountered, I realized that the ones who inspire me the most are the ones who demonstrate common principles, attitudes, and values:

- **Integrity** means doing what you say you will, and if you can't or don't, being straightforward about it, and re-promising by when you will.
- **Vulnerability** means being willing to look at yourself and share what you see, even if it isn't pretty.
- **Openness** means being open to constructive criticism and being willing to try on others' ways of seeing the world.
- **Steadiness** means being someone people can rely on for consistency.
- **Charisma** means being someone who creates presence and power without force.
- **Commitment to the development of people** means that people around these admirable leaders flourish.
- **Personal accountability** means taking full responsibility for what is working and what is not.

I just got back from leading a sales conference for 150 very successful sales professionals of Clark National, a national food distribution firm. The training was engaging, fun and powerful—I truly have found another one of my passions.

As much fun as I had, the one thing that really struck me about this conference and keeps coming to the forefront of my mind, is how impressed I was with Clark National's CEO's leadership style. Donald Hindman's people admire and respect him. Over and over again his entrepreneurial sales force shared insight about his leadership style with members of my team.

They said he had high expectations, but he was fair and acknowledged winners. Additionally, they said he was a man of integrity—if he said he was going to do something, he followed through with it. He took responsibility for corporate issues as though they were his own and did not pass the buck. He created plans that would benefit all involved and then reported the progress to his people. His team said that he was open to their suggestions and made the changes he promised. They also said he listened to them and stood by them, and they said over and over again that they trusted him.



Resources for People in the People Business

phone: 847.956.3330 or 877-KeenWay (877-533-6929)
email: info@keenhire.com
web: keenhire.com



Leadership

Just imagine: 150 sales people nationwide trusting and respecting their CEO—that is pretty darn impressive. My team and I felt honored and privileged to be chosen to partner with this group and be surrounded by this powerful example of leadership.

Another opportunity I have had to observe powerful and charismatic leadership was in my participation in a seminar called the Landmark Forum. This January, I reviewed the Landmark Forum—10 years after the first time I attended. My seminar leader's name was Jeff Wilmore. The man was grounded, confident, calm, honest, and a total contribution to each and every participant in the room.

As our facilitator he led an inquisitive and engaging conversation about what it meant to be a human being. I can speak for each and every person in that room, Jeff was innately in tune with who we were collectively and as individuals. No matter who needed coaching in what, how mainstream or out of the ordinary their issues were, Jeff was unflappable.

Several times, people commented on how his very presence was calming and refreshing. The folks there wanted what he had. As a participant and an observer myself what I saw in Jeff was vulnerability, openness, generosity, and accountability. He was committed to making sure each and every person got what they came for, and even as some of us really struggled with trying to complicate the simplistic coaching he gave us, Jeff never wavered. He just kept steady and on task, he was there for a purpose.

Jeff's stated purposed of leading the Landmark Forum was for human beings to understand that anything they want for themselves and their life is possible. And you know what? Everyone in my seminar did get that; and much, much more!

As I embark on further developing myself as a leader, I will remember these two powerful, charismatic and forthright men. If I can be half the leader each of them is, I will have accomplished magnitudes.

Best of Success,

Margaret Graziano, CPC, CTS, CERS



Resources for People in the People Business

phone: 847.956.3330 or 877-KeenWay (877-533-6929)
email: info@keenhire.com
web: keenhire.com



Leadership

Margaret's Leadership Book Picks

- 7 Habits of Highly Effective People, by Stephen R. Covey
- Leadership and Self-Deception: Getting Out of the Box, by the Arbinger Institute
- The Five Temptations of a CEO: A Leadership Fable, by Patrick Lencioni

Margaret's Favorite Seminars

- Introduction Leaders Program from Landmark Education
- Seminar Leaders Program from Landmark Education
- DiSC by Inscape Publishing
- Indra Team-Building by Inscape Publishing



Resources for People in the People Business

phone: 847.956.3330 or 877-KeenWay (877-533-6929)
email: info@keenhire.com
web: keenhire.com