"Harden your soft skills to lead effectively."



Empathy

Essence of leading and following at the same time; decisions made in context of the bigger picture.

Intellectual Curiosity

Seek understanding of others' perspectives, feelings and conditions before taking action; have compassion as appropriate.

Key Strengths of Successful Leaders

Open to new ideas and the contrarian view; ask yourself: "How do I know what I know?"

Courage

<u>To confront</u>...a wrong, inappropriate behavior, or politically expedient behavior.



Selflessness

Your workforce expects this; decisions made for the greater good, not self.