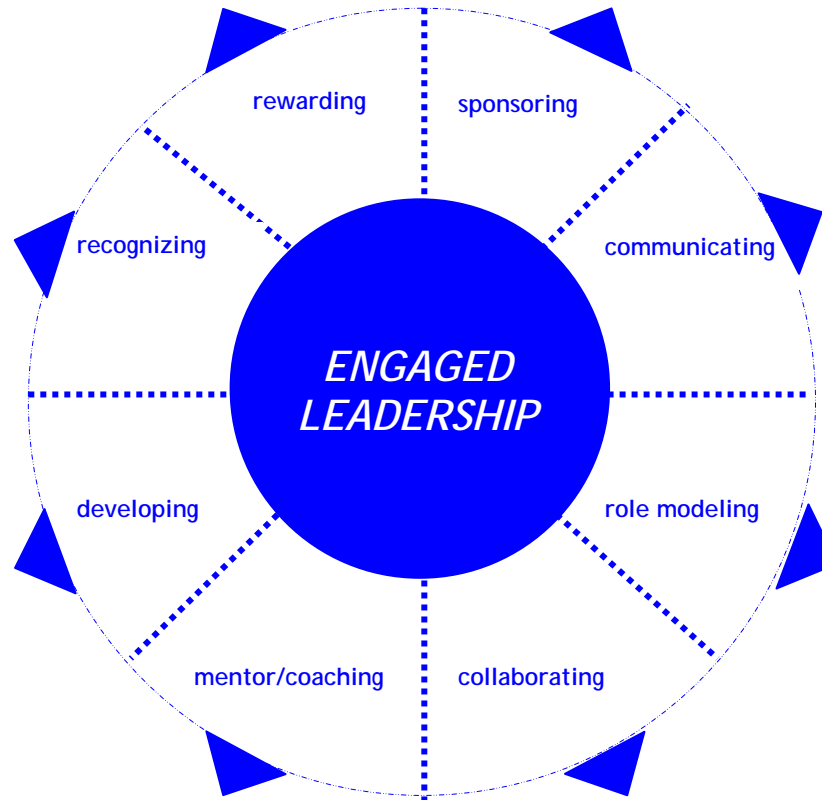


- *Setting clear expectations*
- *Providing candid feed-forward on performance*
- *Being explicit in differentiating performance*
- *Retaining the big picture*

- *Espousing worthy causes*
- *Becoming the effective change agent*
- *Nurturing / protecting others*
- *Running interference on political obstacles*



- *Articulating compelling visions*
- *Setting clear expectations*
- *Listening / empathizing*
- *Being honest / candid*
- *Engaging emotions as well as intellect*

- *Living your professed values*
- *Striving to improve yourself*
- *Using the power of narrative*
- *Demonstrating persistence and resilience*

- *Involving spontaneously*
- *Creating virtual task teams*
- *Empowering people to deliver*
- *Ensuring diverse perspectives*
- *Delegating constructively*

- *Developing trust*
- *Being mentor and advocate*
- *Focusing on problems not on blame*
- *Striving for frankness*
- *Taking intelligent risks*

- *Really knowing your people*
- *Giving frequent feed-forward*
- *Investing continuously and spontaneously*
- *Remembering what matters to others*

- *Stretching others awareness*
- *Sharing best strengths*
- *Making learning mandatory*
- *Encouraging the sharing of experiences*