

PHL|HP CONSULTING GROUP

Building and Sustaining High Performing Companies



A Message from
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A client recently shared an article **7 Things All Great Bosses Build Into the Workplace** by Nicolas Cole.

It's very consistent with my model for leadership and made me think of the following qualities of successful leaders.

Successful leaders:

1. Build a culture, not a hierarchy. They create an environment that empowers, allows others to thrive, that is team oriented while being competitive and outcome oriented, that encourages people to take strategic risks and think "outside the box", and they encourage people to lead without the fear of failure or criticism.
2. Create routines and discipline, while allowing for innovation and free thinking.
3. Create a sense of community, where people feel like they belong, "matter", can make a difference, and have pride in what they contribute to the greater good.
4. Have a strong work ethic, are passionate, and drive the agenda, while allowing for and encouraging others to do the same.
5. Take responsibility and accountability, expecting the same of others. They model this through their behavior and establishing clear expectations for others.
6. Build trust and a feeling of safety by treating employees as people first, demonstrating genuine concern by listening, reflecting, and empathizing.
7. Are optimistic and positive--"catching people being good", not tolerating gossip, negativity, cruelty, or self centeredness.
8. Demonstrate both humility and confidence, while avoiding hubris.
9. Reward actions that are consistent with the culture of the company and the desired outcomes.
10. Maintain contact with all stakeholders, identify talent and serve as mentors for those with potential at all levels, breaking through organizational structures to impact and develop future leaders.

The best leaders model all of the above daily through consistent, balanced behavior that becomes the norm for all to imitate and emulate.

Be the leader that you always wished you had.

Best,

Phil

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