

Listen to your associates.
Explain your thoughts and requests.
Take time to reach true understanding.
Share your goals and aspirations.

Build individual strengths.
Emphasize cooperation and teamwork.
Coach your associates for growth.
Operate with others as if you lacked authority.
Make the involvement of others a habit.
Encourage associated to assist each other.

Observe the good qualities in others.
Underplay your own abilities and accomplishments.
Take the needs and desires of others into consideration.
Sympathize with others when appropriate.
Tell the reasons behind your decision.
Acknowledge the importance of others.
Nourish acceptance of authority and responsibility.
Delegate, delegate, and delegate some more.
Involve others in decision making.
Nominate others for recognition.
Give credit where credit is due.

Let the implementers share in the planning.
Emphatically concern yourself with process.
Allocate your time wisely.
Define expected results and checkpoints clearly.
Expect commitments to be kept.
Review progress fairly.
Search for improvement constantly!

Excerpt from: Lead, Follow, or Get Out of the Way
by James Lundy, Ph.D.