

Leadership & Culture

*Closing the Gaps Between
What Sounds Good & What Gets Done*

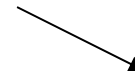
What They See From You
Is What You Can Expect
To Get From Them

The “Happily Ever After” Cycle

New & Exciting

The “Happily Ever After” Cycle

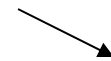
New & Exciting



New Wears Off

The “Happily Ever After” Cycle

New & Exciting



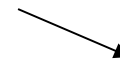
New Wears Off



Denial

The “Happily Ever After” Cycle

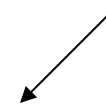
New & Exciting



New Wears Off



Denial



Fear

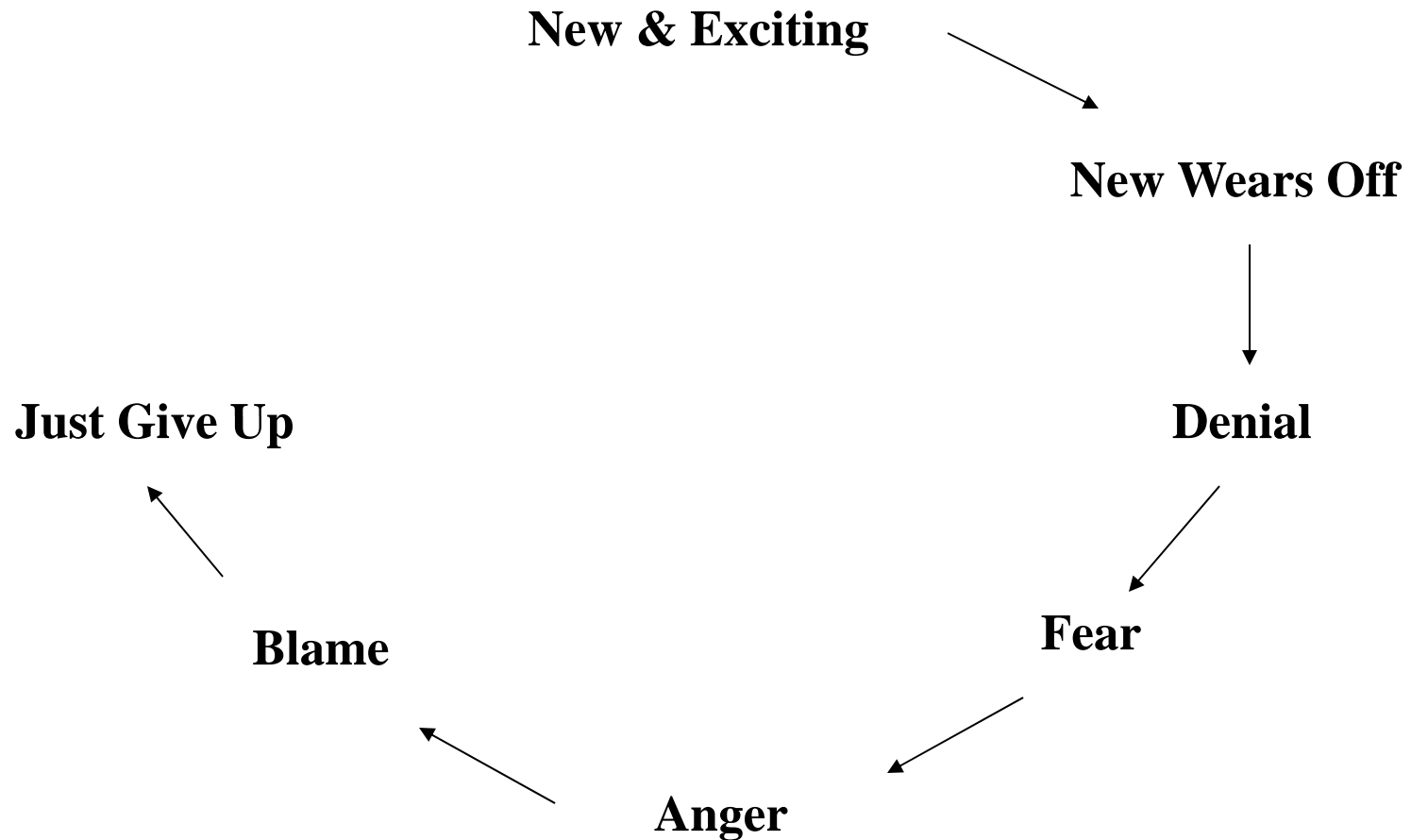
The “Happily Ever After” Cycle



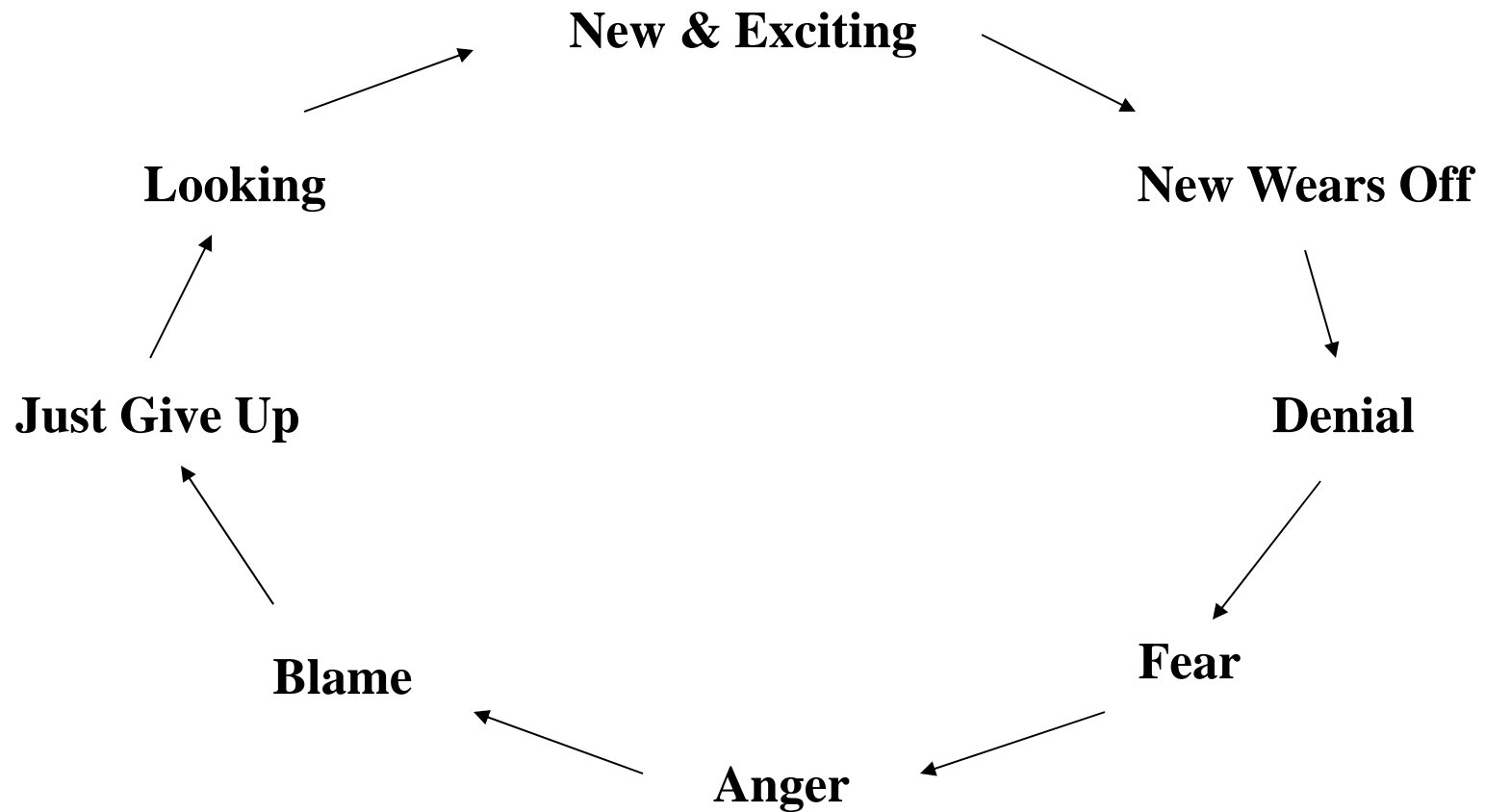
The “Happily Ever After” Cycle



The “Happily Ever After” Cycle



The “Happily Ever After” Cycle



People who are able & willing to lead

1. Consciously create “Hero-Friendly” cultures
2. Expand & enhance employee engagement
3. Facilitate collaborative processes

A Hero-Friendly Culture

**One in which it is safer
to try and fail**

than it is to “hunker & hope”

Leadership Behavior

For Consciously Creating Hero-Friendly Cultures

- 1. Ensure that others understand what you expect from them**
- 2. Identify & eliminate barriers to that behavior**
- 3. Model the behavior you expect**

Leadership Behavior

For Consciously Creating Hero-Friendly Cultures

- 4. Measure performance using your expectations as the standards**
- 5. Honor efforts & progress**
- 6. Confront unwillingness/bad faith**

**Success & Failure will characterize
your efforts to create
a “Hero-Friendly culture.**

**Your commitment to doing so
is best measured**

by your responses to your failures