

KEY POINTS





What this Means in Practice



Modelling the Way

- 1. Set the example by behaving in ways that are consistent with shared values.
- 2. Achieve small wins that promote consistent progress and build commitment.



Encourage the Heart

- 3. Recognise contributions of individuals.
- 4. Celebrate team victories.



Challenge the Process

- 5. Search out challenging opportunities to change, grow, and improve.
- 6. Experiment, take risks, and learn from your mistakes.



Inspire a Shared Vision

- 7. Envision an uplifting future.
- 8. Enlist others by appealing to their values, interests, hopes, and dreams.



Enable Others to Act

- 9. Foster collaboration by promoting cooperative goals and building trust.
- 10. Strengthen others giving power away, providing choice, developing competence, assigning critical tasks, and offering visible support.