



Contents

Introduction 1

PART ONE Significance 9

- 1 Leaders Serve and Sacrifice 12
- 2 The Best Leaders Are Teachers 20
- 3 We All Need Loving Critics 27
- 4 You Are the Most Important Leader in Your Organization 33
- 5 No One Likes to Be an Assumption 40

PART TWO Relationships 47

- 6 Leadership Is Personal 50
- 7 Leaders *Should* Want to Be Liked 56

CONTENTS

- 8 When You Don't See Eye to Eye, Seek to Understand 62
9 You Can't Take Trust for Granted 71
10 Let Your People Go 79

PART THREE Aspirations 89

- 11 Lead from the Inside Out 92
12 Forward-Looking Is a Leadership Prerequisite 99
13 It's Not Just the Leader's Vision 107
14 Liberate the Leader in Everyone 114
15 Leaders Are Followers, Too! 122

PART FOUR Courage 131

- 16 There's Courage in All of Us 134
17 You Can't Plan to Be Courageous, But You Can Choose It 141
18 It Takes Courage to Make a Life 148
19 The Courage to Be Human 155
20 Failure Is Always an Option 163
21 No Money-Back Guarantee 170

- Afterword: The Legacy You Leave Is the Life You Lead 177
Notes 183
Acknowledgments 187
About the Authors 191
Index 195