



# CONTENTS

|                                                     |           |
|-----------------------------------------------------|-----------|
| <b>Foreword</b>                                     | <b>ix</b> |
| John C. Maxwell                                     |           |
| <b>1 Leadership Is Everyone's Business</b>          | <b>1</b>  |
| James M. Kouzes and Barry Z. Posner                 |           |
| <b>2 The Five Practices of Exemplary Leadership</b> | <b>7</b>  |
| James M. Kouzes and Barry Z. Posner                 |           |

## PART 1

---

### MODEL THE WAY

|                                       |           |
|---------------------------------------|-----------|
| <b>3 Reflections on Model the Way</b> | <b>41</b> |
| John C. Maxwell                       |           |

## PART 2

---

### INSPIRE A SHARED VISION

|                                                 |           |
|-------------------------------------------------|-----------|
| <b>4 Reflections on Inspire a Shared Vision</b> | <b>55</b> |
| David McAllister-Wilson                         |           |

## PART 3

---

### CHALLENGE THE PROCESS

- 5 Reflections on Challenge the Process 71  
Patrick Lencioni

## PART 4

---

### ENABLE OTHERS TO ACT

- 6 Reflections on Enable Others to Act 85  
Nancy Ortberg

## PART 5

---

### ENCOURAGE THE HEART

- 7 Reflections on Encourage the Heart 101  
Ken Blanchard

## FINAL REFLECTIONS

---

- 8 Leadership Is a Relationship 119  
James M. Kouzes and Barry Z. Posner
- Notes 127  
Selected Readings on Leadership 131  
Acknowledgments 135  
About the Authors 139  
Index 145