

# RESULTS



## LEADERSHIP & MANAGEMENT

### THREE PRACTICAL CULTURE INSIGHTS

*How do people act and interact?*



#### Cultivating Culture

Culture matters. It's a core organizational asset.



#### Respect and Trust Your People

Respecting and trusting your people is the foundation of all good management.



#### Bad News is Good News

Always listen for & even seek out signs of trouble. Bad news is good news if you do something about it.

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### THREE PRACTICAL PLANNING INSIGHTS

*What strategy and resources will  
achieve your mission?*



#### Develop Court Sense

Develop “court sense” to see everything that’s happening around you, and to rapidly adjust to changes.



#### The Whole Job

Commit to doing “the whole job.” Investing in organizational capacity contributes to excellence and impact.



#### Prioritize and Focus

With limited time and resources, it’s essential to prioritize and then focus.

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### TWO PRACTICAL IMPLEMENTATION INSIGHTS

*What actions will ensure desired results?*



#### Book It and Ship It

Planning is essential but success comes from the implementation of your ideas. “Book It and Ship It.” Make a decision and manage the consequences.



#### Who Owns the Monkey?

To create a culture of accountability, reinforce individual ownership of problems. Always ask, “Who owns the monkey?”



#### BONUS: Personal Assessment

## NOTES

