

What is a 20:20 leader? Well at Harbour Resources we feel it is a leader who is well balanced in the skills and personality traits needed to raise our lid and make us effective in leading the organizations for which we are responsible. We base our findings on the thousands of executive we have talked with through our leadership recruiting and development practices as well as the research many others in the world of leadership have performed. John Maxwell probably does the best job in laying out all the key leadership laws and qualities we need to grow and excel.

What we have done is read the books for you and summarized the points for you to learn and develop. We can help you at Harbour Resources examine them deeper and learn what areas you need to focus on most. So here is your roadmap...just get started.

The 21 Irrefutable Laws of Leadership and The 21 Indispensable Qualities of a Leader

These books on leadership that I think should be in everyone's personal or professional library. The book contains real life examples of leadership principles that are easily transferred to any work environment. I had no problem thinking of direct applications for the healthcare environment, whether in a Senior Leadership role or at the Clinical Leaders level. This is not just a book to read and put on the shelf, it should be seen as a personal operations manual for developing your skills as a leader.

Each day/month for 2011, make it your mission to practice the laws of leadership. Someway, somehow, any way you can ...I will provide reminders every month on a new law or quality to practice.

The 20:20 Leadership Challenge

1. **The law of the lid.** Leader ability determines leader effectiveness. Every leader has a ceiling. Maybe you're destined to be the supreme master of the universe or maybe you can't even get your dog to come when you call him. Think about your leadership lid and what you can do to push it higher.

2. **The law of influence.** Truest measure of leadership is influence, nothing more. Leadership is not about your title or position. It's about leading. Can you lead in a situation where your title or position doesn't matter? Practice some anonymous leading.
3. **The law of process.** We didn't to where we are in a day; therefore we have to develop new skills daily, not in a day. Leaders use a process whenever they build something. It makes your ventures repeatable and scalable. Build a step-by-step process for doing something.
4. **The law of navigation.** Leaders set the pace, the vision. Setting goals is important. Navigation takes it one step further because you're plotting a course of actions that take you to the goal. Define a goal for yourself and plot a course to reach it.
5. **The law of Addition.** Leaders add value to others by serving others. The best leaders know there people, know their needs and are not too good to hanging out with anyone in the organization.
6. **The law of solid ground.** Leaders build trust. Spend some time today building or strengthening the trust that someone has in you.
7. **The law of respect.** Loyalty and respect take trust a step further. Think about who you would follow no matter where they wanted to go. And why.

8. **The law of intuition.** With experience, you'll build great instincts. Leaders go with their gut many times because they need to make quick decisions. Practice making quick decisions using your intuition.
9. **The law of magnetism.** You attract to your team who you are as a person. Leaders attract people like a magnet. And good leaders always attract the right people to get the job done. What kind of people do you need to attract? Figure out how you can do that.
10. **The law of connection.** Remember, without people there's nothing there. Network and really connect with someone today.
11. **The law of the inner circle.** Every leader has an inner circle of people they trust and rely on. Inner circle people have great talents and vision of their own. Better than yours in some things. Start building your inner circle.
12. **The law of empowerment.** To build a team, you have to give other people ownership of what they're doing. You have to let them lead. Empower someone else and let them lead.
13. **The law of the picture.** People do what people see. Leaders create followers. Great leaders create other leaders. Start being a leadership mentor to someone today.

14. **The law of buy-in.** You believe in someone's ideas after you already believe in the person. Practice selling YOU instead of just your ideas.
15. **The law of victory.** When something doesn't work out, you learn something new. But it's important not to start with that idea or else you might give in to it. Strive for nothing less than total victory today.
16. **The law of the big mo.** Momentum is capital. With every success, you build momentum that makes the next success easier. Take something small and use its success to do something bigger.
17. **The law of priorities.** Leaders are busy. And some things are more important than other things. Put together a list of everything you have to do and prioritize it from most important to least.
18. **The law of sacrifice.** You have more responsibilities to other people and other things as a leader. Sometimes, you have to give something up to take care of those responsibilities. Sacrifice something you care about for someone else today.
19. **The law of timing.** Opportunities are everywhere. One of the big things that makes something a good opportunity is timing. Recognize an opportunity and pounce on it right away.

20. **The law of explosive growth.** To grow, you need to lead everyone in the right direction. To create explosive growth, you need to lead other leaders in the right direction. Reach out and start leading other leaders today.

21. **The law of legacy.** Eventually, someone else will do what you're doing right now. More than building other leaders, more than being a mentor, you have to build the leader that can take care of and do everything you can do. Start building a leader you can pass the baton to.

It's a big challenge. Have some fun with it.

The 21 Indispensable Qualities of a Leader:

**Becoming the Person
Others Will Want to Follow**

John C. Maxwell

“ If you can become the leader you *ought*
to be on the *inside*, you will be able to
become the person you *want* on the
. People will want to follow you.

outside

And when that happens, you’ll be able
to tackle anything in this world.”

1. Character: Be a Piece of the Rock

“ Leadership is the capacity and will to rally men and women to a common purpose and the character which inspires confidence.”

~ Bernard Montgomery, British Field Marshal

What must everyone know about character?

- **Actions are the Real Indicator of Character**
- **Talent is a Gift, but Character is a Choice**
- **Character Brings Lasting Success with People**
- **Strong Character is the Foundation on which to Build Success**

2. Charisma : The First Impression

Can Seal the Deal

“ How can you have charisma? Be more concerned about making others feel good about themselves than you are making them feel good about you.”

~ Dan Reiland,

Vice President of Leadership Development, INJOY

“ When it comes to charisma, the bottom line is othermindedness. Leaders who think about others and their concerns before thinking of themselves exhibit charisma.”

~John C. Maxwell

3. Commitment: It separates Doers from Dreamers

- To the boxer, it's getting off the mat one more time than you've been knocked down.
- To the marathoner, it's running another ten miles when your strength is gone.
- To the soldier, it's going over the hill, not knowing what's waiting on the other side.
- To the leader, it's all that and more because everyone you lead is depending on you.

Improve your Commitment

- Look at how you spend your time, are you really committed or do you just say you are?
- Know what's worth dying for.
- Practice the Edison method. Make your plans public, then you might be more committed to follow through.

4. Communication: Without It You Travel Alone

- Simplify your Message- It's not *what* you say, but also *how* you say it.
- Really Care about your Audience
- Show the Truth- Believe what you say, Live what you say
- Seek a Response- the goal of all communication is action

“ Developing excellent communication skills is absolutely essential to effective leadership.

The leader must be able to share knowledge and ideas to transmit a sense of urgency and enthusiasm to others.

If a leader can't get a message across clearly to motivate others to act on it, then having a message doesn't even matter.”

~Gilbert Amelio

5. Competence: If you build it, they will come

**“ Competence goes beyond words. It’s
the leader’s ability to say it, plan it, and
do it in such a way that others know
that you know how- and know that they
want to follow you.”**

~ John. C. Maxwell

Keys to Cultivate High Competence

- Show up Every Day & Come Ready to Work**
- Keep Learning, Growing, and Improving**
- Follow Through with Excellence**
- Accomplish More than Expected**
- Inspire and Motivate Others**

6. Courage: One Person with Courage is a Majority

“ Courage is fear that has said its prayers.”

~ Karl Barth, *Swiss Theologian*

“ Courage is doing what you’re afraid to do.

There can be no courage unless you’re scared.”

~ Eddie Rickenbacker

**“ You gain strength, courage, and confidence
by every experience in which you really
stop to look fear in the face.**

**You are able to say to yourself, ‘I lived
through this horror.**

I can take the next thing that comes along.’

You must do the thing you cannot do.”

7. Discernment: Put an End to Unsolved Mysteries

“Smart leaders believe only half of what they hear. Discerning leaders know *which* have to believe.”

~ John. C. Maxwell

- Effective leaders need discernment, although even good leaders don't display it all the time.

Examples of Famous last words:

- “I think there is a world market for about five computers” Thomas Watson, IBM
(1943)
- “I don't need bodyguards.” Jimmy Hoffa, one month before disappearance (1975)

8. Focus: The Sharper It Is; The Sharper You Are

- The Keys are Priorities and Concentration
- A leader who knows what his priorities are but lacks concentration knows what to do but never gets it done.
- If he has concentration but no priorities, he has excellence without progress.
- But when he harnesses both, he has potential to achieve great things.

How should you focus your time and energy?

- Focus 70 Percent on Strengths
Develop them to their fullest potential
- Focus 25 Percent on New Things
Growth = Change
- Focus 5 Percent on Areas of Weakness
Minimize weaknesses as much as possible, delegate

9. Generosity: Your Candle Loses Nothing When It Lights Another

**“ No person was ever honored for what he
received. Honor has been the reward for
what he gave.”**

~ Calvin Coolidge, American President

“All that is not given is lost.”

Cultivate the Quality of Generosity in Your Life

- **Be Grateful For What You Have**
- **Put People First**
- **Don't Allow the Desire for Possessions to
Control You**
- **Regard Money as a Resource**
- **Develop the Habit of Giving**

10. Initiative: You Won't Leave Home Without It

“Success seems to be connected with action.

Successful people keep moving.

They make mistakes, but they don't quit.”

~ Conrad Hilton, Hotel Executive

Qualities Leaders Posses To Make Things Happen

- **They Know What They Want**
- **They Push Themselves to Act**
- **They Take More Risks**
- **They Make More Mistakes**

11. Listening: To Connect With Their Hearts, Use Your Ears

- You have to be silent to listen.
- Both words are formed from the same letters.
 - S-i-l-e-n-t
 - L-i-s-t-e-n

“The ear of the leader must ring with the
voices of the people.”

~ Woodrow Wilson, American President

“A good leader encourages followers to tell
him what he needs to know, not what he
wants to hear.”

~John C. Maxwell

12. Passion: Take This Life and Love It

**“ Concentrate on what you do well, and do it
better than anybody else.”**

~ John Schnatter, founder of Papa John's Pizza

**What makes it possible for people who
might seem ordinary to achieve great
things?**

- **Fact: More than 50% of all CEOs of Fortune 500 companies had C or C- averages in college**
- **Fact: Nearly 75% of all U.S. Presidents were in the bottom half of their school classes**
- **Fact: More than 50% of all millionaires entrepreneurs never finished college**
- **They All Had Passion, It Makes A Difference!**

13. Positive Attitude:

If You Believe You Can, You Can

- **Your Attitude Is a Choice**
- **Your Attitude Determines Your Actions**
- **Your People Are a Mirror of Your Attitude**
- **Maintaining a Good Attitude Is Easier Than Regaining One**

Words of Wisdom ~Thomas Edison

- **“ Genius is 99% perspiration and 1% inspiration.”**
- **“If we did all the things we were capable of doing, we would literally astound ourselves.”**
- **“Many of life’s failures are people who did not realize how close they were to success when they gave up.”**

14. Problem Solving: You Can't Let Your Problems Be A Problem

**“You can measure a leader by the
problems he tackles. He always looks for
ones his own size.”**

~ John C. Maxwell

Leaders With Good Problems Solving Abilities Demonstrate Five Qualities

- They Anticipate Problems**
- They Accept the Truth**
- They See the Big Picture**
- They Handle One Thing At a Time**
- They Don't Give Up On a Major Goal
When They're Down**

15. Relationships: If You Get Along, They'll Get Along

“The most important single ingredient in the formula of success is knowing how to get along with people.”

~Theodore Roosevelt, American President

All people have some things in common

- **They like to feel special, so sincerely compliment them.**
- **They want a better tomorrow, so show them hope.**
- **They desire direction, so navigate for them.**
- **They are selfish, so speak to their needs first.**
- **They get low emotionally, so encourage them.**
- **They want success, so help them win.**

**16. Responsibility: If You Won't
Carry the Ball, You Can't Lead the Team**

**“ Success on any major scale requires you to
accept responsibility. . .**

**In the final analysis, the one quality that all successful
people have is the ability to take on responsibility.”**

~ Michael Korda, Editor-in-chief of Simon & Schuster

**Are You On Target When It
Comes To Responsibility?**

**“ When an archer misses the mark he turns
and looks for fault within himself. Failure
to hit the bull's-eye is never the fault of the
target. To improve your aim, improve
yourself.”**

~ Gilbert Arland

17. Security: Competence Never Compensates For Insecurity

“No man will make a great leader who wants to do it all himself or get all the credit for doing it.”

~ Andrew Carnegie, Industrialist

Margaret Thatcher, world leader

- **“You don’t follow the crowd, you make up your own mind.” ~Words of encouragement from her father**
- **She stood for conviction in leadership.**
- **The “Iron Lady” was elected three consecutive terms as prime minister.**
- **The ONLY British leader of modern era to achieve that great honor.**

18. Self-Discipline: The First Person You Lead Is You

**“A man without a decision of character can
never be said to belong to himself. . .**

**He belongs to whatever can make captive of
him.”**

~John Foster, author

**“ Don’t quit, because once you in that mode
of quitting, then you feel like it’s okay.”**

~ Jerry Rice, Best Ever Wide Receiver

19. Servanthood: To Get Ahead, Put Others First

“I don’t know what your destiny will be, but one thing I know: The ones among you who will be really happy are those who have sought and found how to serve.”

~ Albert Schweitzer, Philosopher & Humanitarian

“The true leader serves. Serves people. Serves their best interests, and in so doing will not always be popular, may not always impress.

But because true leaders are motivated by loving concern rather than a desire for personal glory, they are willing to pay the

20. Teachability: To Keep Leading, Keep Learning

“It’s what you learn after you know it all that counts.”

~ John Wooden, *Hall of Fame Basketball Coach*

Why Should You Keep Growing?

- Your growth determines who you are.
- Who you are determines who you attract.
- Who you attract determines the success of your organization.
- If you want your organization to grow, *you* have to remain teachable.

21. Vision: You Can Seize Only What You Can See

**“A great leader’s courage to fulfill his vision
comes from passion, not position.”**

~ John C. Maxwell

Vision is everything for a leader.

- **It leads the leader.**
- **It paints the target.**
- **It sparks and fuels the fire within, and draws him forward.**
- **It is also the fire lighter for others who follow that leader.**

Remember

“If you can dream it, you can do it.”

~ Walt Disney

