

## Leadership Reminders

- We don't need to be perfect but we should try to be better every day: What are your strengths? How can you maximize the impact of these attributes? In what areas are you challenged? What will you do to improve these areas or find a way to complement your strengths?
- Setting clear expectations and adhering to them is important. Know what you value at the core and stick to it. Treat people fairly...not equally based on their actions.
- Relationships are important. You are how you behave, and your behavior shapes the way people interact with you, listen to your advice, and talk about you to others. The tone of relationships is fundamentally important and it is created with the simplest behaviors repeated day after day.
- Your work is important and success depends on the work of colleagues. Be present and available to your teammates.
- Have fun as a team, celebrate accomplishments and small successes.
- Be consistent and fair regardless of how others treat you. Don't let the negative actions of others dictate your actions and responses. People who react irrationally or constantly find fault with others do not serve as positive role models.
- Stand by the team in times of stress and crisis.
- Praise in public, correct in private.
- Know yourself and accept that you are not perfect. Even the best contributors have flaws. Accept yourself and build on your strengths.
- Regularly stop to ascertain what is most important and then allocate time and your talent to get it done. Maintain focus on what is most important.
- Set performance expectations for yourself. Be specific and clear. Seek regular feedback on performance.
- Help build the capabilities of your colleagues. Help them to be better than they thought they could become.
- Develop and regularly update your knowledge base. You cannot teach what you do not know. Become proficient at teaching/mentoring others. *"Live as if you were to die tomorrow. Learn as if you were to live forever."* (Gandhi)

- Spend most of your time envisioning and building a better future rather than tearing down people. Great teams concentrate on the positive and on what can be changed. Negativity saps the spirit.
- Recognize that what you allow, you encourage.
- Define success. Describe it and write it down. Talk about it with your colleagues. Develop effective measures that help the team stay on target.
- Create a culture of excellence by modeling trust, integrity, respect, effective communication, collaboration, energy, and joy.
- Be a good citizen of the University. Collaborate with people outside of the office for the common good. Break through silo thinking.
- Regularly talk to clients. Get their candid reaction to the quality of the services provided by you and your team.
- You can't please everybody all the time. You are not responsible for the happiness of others
- Deal with conflict. Problems unattended fester. It is acceptable. The faster you address the situation the more likely it will be resolved.