

CRITICAL THINKING: A KEY LEADERSHIP SKILL

Critical thinking...The ability and the discipline to use a rational, reflective, and open-minded approach when analyzing and evaluating information.

Leaders who make it their practice to think through decisions and actions, using available tools and information, are the most successful when fulfilling their business accountabilities and impacting the organization's financial, customer, and operational/cultural results.

A blue-tinted photograph showing the silhouettes of four business professionals in a meeting. They are gathered around a table, with one person standing and pointing at a laptop screen. The background is slightly out of focus, showing office equipment and a window.

LEADERSHIP ACCOUNTABILITY

The obligation of a leader/manager to the organization, requiring an acceptance of personal responsibility for decisions and actions that impact:

FINANCIAL RESULTS - PROFIT, CASH, REVENUE

CUSTOMERS - LOYALTY, MARKET SHARE, SATISFACTION

ORGANIZATIONAL SUCCESS - PROCESSES, PRODUCTIVITY, PEOPLE

BUSINESS IMPACT ACCOUNTABILITIES™

The core **responsibilities** of leaders in today's challenging and complex business environment.

Achieve measurable results aligned with organizational goals.

- Establish, communicate and take decisive action to achieve goals
- Inspire, coach and support employees to be high-performance contributors
- Act quickly and flexibly to make decisions and streamline work processes
- Produce short-term results while working toward future organizational goals

Champion change to drive innovation, creativity and growth.

- Commit to continual change to ensure customer focus and organizational agility
- Model the use of change as an opportunity for breakthroughs and personal growth
- Coach and support employees to act quickly, experiment and take risks
- Work collaboratively with others to build a common vision and achieve transformational results

impact5
THE BUSINESS OF LEADERSHIP GAME®

Lead with impact.

Influence the business across organizational boundaries.

- Be a student of the business, the financials, the customers, the industry and evolving technologies
- Collaborate by sharing ideas, knowledge, best practices and tools
- Make it a priority to know, connect and partner with other leaders—both internal and external
- Seek out opportunities to help shape the organization's future

Engage, develop and leverage diverse talent.

- Own the responsibility for attracting, developing and retaining talent
- Inspire employees around the organization's strategies and vision
- Build teams that reflect diverse ages, backgrounds, skills, ideas and styles
- Challenge and support employees to collaborate, share ideas, and seek out learning opportunities

Take action to become an effective, resilient and trusted leader.

- Commit to continual learning and seek opportunities for leadership skills development
- Use critical thinking to analyze complex data, solve problems and make important decisions
- Balance your life in ways that keep you physically, emotionally and intellectually strong
- Demonstrate an ethical, open-minded and honest approach to communication