



Daring To Lead With Systems Thinking

**Leaders Create the Environment
We all must be part of the Vision
Together We Build Tomorrow**

*Where there
the People...*


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Role of the Leader

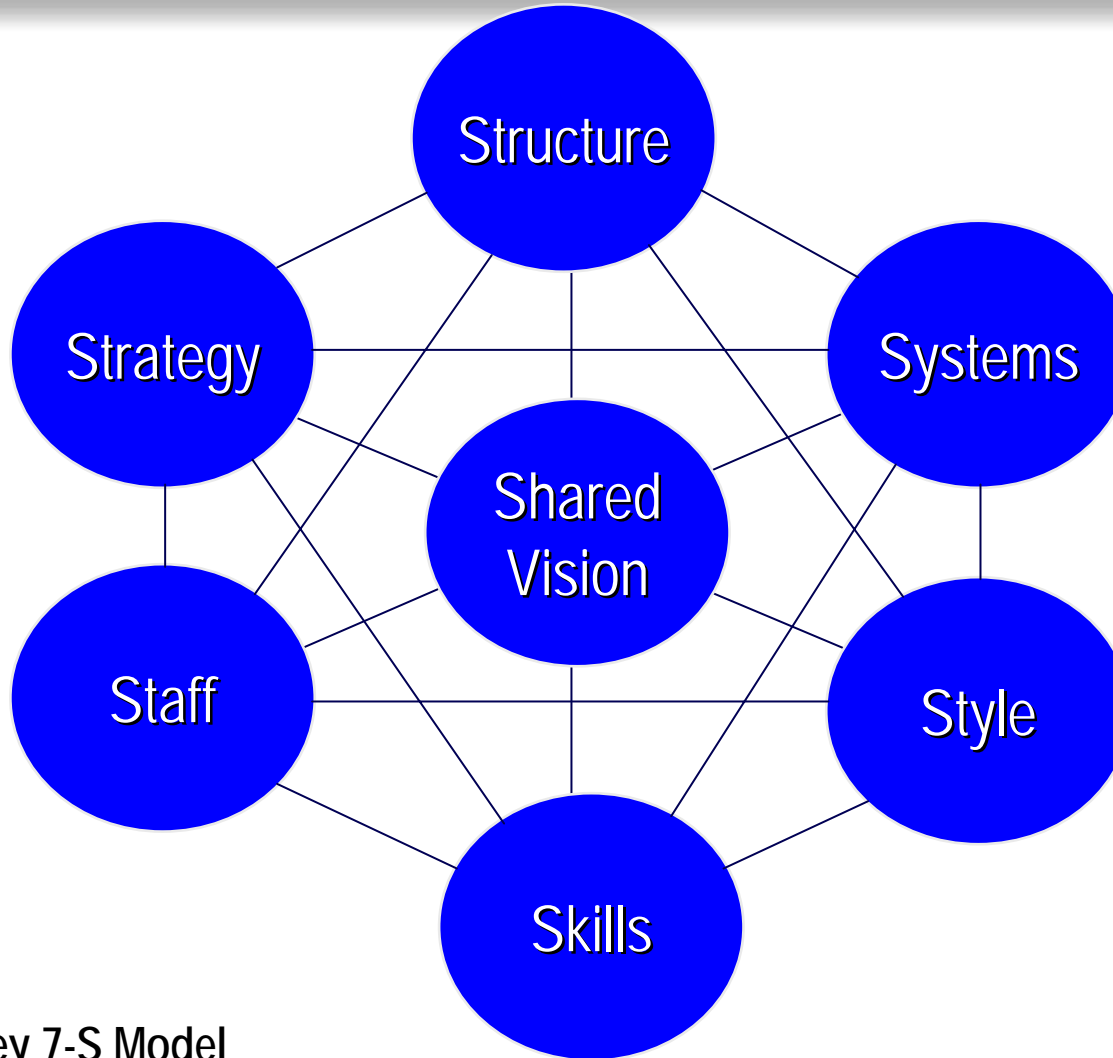
- ◆ Create the right environment where everyone sees themselves in and as a part of the Vision/Direction
- ◆ Find the very best people... rely on them and take care of them
- ◆ Ensure robust management systems and process are in place
- ◆ Provide resources... and help balance shortfalls



5 Key Questions

- ◆ Who is my customer?
- ◆ What are their expectations?
- ◆ How do they measure success?
- ◆ How are we doing against those measurements?
- ◆ What are we doing to improve?

Key Elements Requiring Alignment



Based on McKinsey 7-S Model
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