Izzy’s Guidelines for Leaders

- Be a **problem solver** – you can solve problems incrementally
- Take the time to get to know your workforce personally – it will build **trust** and you will need to draw on that trust to drive **change**
- Be **honest** – tell the truth and keep your promises
- You can almost never over-communicate – but be **clear** and **concise** in those communications
- Keep a sense of **humor** – seek out those who make you laugh
- Make **others** part of your decision making – try not to mandate decisions or change
- Find many ways to reward and celebrate your workforce (must be **genuine**)
- Always keep a feedback loop – and ALL FEEDBACK IS A **GIFT**
- Know when to give your stakeholders what they **need**, not only what they ask for
- Be **brave** and expect to be lonely there sometimes
- Apologize **immediately** when you are wrong – we are all wrong sometimes