



In 2016, **Dr. Nthabiseng Legoete** founded Quali Health, a privately incorporated South African company, established to improve access to primary healthcare in under-served communities. In leadership she's found that you have to be flexible with your "how" but not with your "what" and "why."



Apple's SVP of Retail, **Angela Ahrendt**, spoke about how her **CORE VALUES** inform how she invests in herself each morning, so that she is ready to lead and serve her team each day.



Simon Sinek spoke on winning in business (*The Infinite Game*). The first aspect of the winning equation is to have a **JUST CAUSE**.

What your company stands for

Bigger than your product or service offering

Something you are willing to sacrifice for

They create environments where people are **safe to be themselves**.

Along with a just cause, great leaders build a **TRUSTING TEAM**.

We **trust** people not to know the rules, but rather when to break them.



PULL out what's already in them.



Push people towards the goal.

Pastor Craig Groeschel challenges leaders to **INSPIRE** their teams rather than motive.

Danny Meyer is a New York City restaurateur and the Chief Executive Officer of the Union Square Hospitality Group. He has found that the key to building great teams is to look for a candidates HQ (Hospitality Quotient) level:



HQ

- optimistic warmth
- curiosity
- work ethic
- empathy
- self-awareness
- integrity

"The road to success is paved with failures handled well."

-Danny Meyers

Leaders are purpose driven

Leaders build great teams

Leaders see failures as opportunities

Leaders value diversity

Leaders have difficult conversations

Leaders think differently

Becoming a Better Leader



ANTICIPATE RATHER THAN REACT.

How?

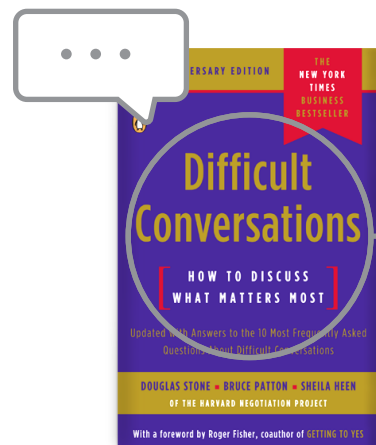
Develop situational and self awareness. Tell the truth within yourself and your organization. Ask questions to understand why something does or doesn't work.

Discern future threats and opportunities. **Practice thinking bigger** - what are you doing now that will not work forever, what could wrong. Start seeing problems as oppositeness.

Disrupt what is with what could be. Break some rules. Don't complain about what is, create what could be.



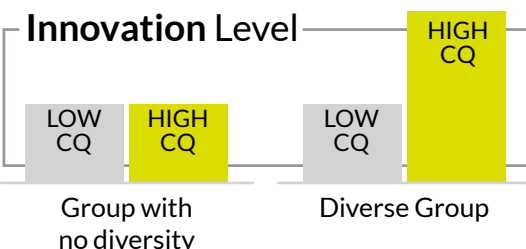
Pastor Craig Groeschel



Author **Sheila Heen** provided practical tips for having productive, **DIFFICULT CONVERSATIONS**:

- Rather than seeking right/wrong, who's to blame - get curious, what does each person think the conversation is about?
- What has each person contributed to the conversation and situation?
- Listen. Don't let it be a conversation of two talkers and zero listeners.
- Slow down. Reflect on how you handle your day.

David Livermore, PhD is a social scientist, devoted to the topics of **CULTURAL INTELLIGENCE (CQ)**.



Diversity leads to **INNOVATION** when there is a high CQ level. Learn more about CQ [here](#).