

INTRODUCTION: ORGANIZATIONS MAKING EXTRAORDINARY THINGS HAPPEN

- What Leaders Do and What Constituents Expect

CHAPTER 1 – WHEN LEADERS ARE AT THEIR BEST

- The Five Practices of Exemplary Leadership
- The Five Practices Make a Difference
- The Ten Commitments of Exemplary Leadership Notes

CHAPTER 2 – CREDIBILITY IS THE FOUNDATION OF LEADERSHIP

- What People Look For and Admire In Their Leaders
- Putting It All Together: Credibility Is the Foundation
- Practice 1 – Model the Way

CHAPTER 3 – CLARIFY VALUES

- Find Your Voice
- Affirm Shared Values

CHAPTER 4 – SET THE EXAMPLE

- Live the Shared Values
- Teach Others to Model the Values
- Practice 2 – Inspire a Shared Vision

CHAPTER 5 – ENVISION THE FUTURE

- Imagine the Possibilities
- Find a Common Purpose

CHAPTER 6: ENLIST OTHERS

- Appeal to Common Ideals
- Animate the Vision
- Practice 3 – Challenge the Process

CHAPTER 7 – SEARCH FOR OPPORTUNITIES

- Seized the Initiative
- Exercise Outsight

CHAPTER 8 – EXPERIMENT AND THE TAKE RICKS

- Generate Small Wings
- Learn From Experience
- Practice 4 – Enable Others to Act

CHAPTER 9 – FOSTER COLLABORATION

- Create a Climate of Trust
- Facilitate Relationships

CHAPTER 10 – STRENGTHEN OTHERS

- Enhance Self-Determination
- Develop Competence and Confidence
- Practice 5 – Encourage the Heart

CHAPTER 11 – RECOGNIZE CONTRIBUTIONS

- Expect the Best
- Personalize Recognition

CHAPTER 12 – CELEBRATE THE VALUES AND VICTORIES

- Create a Spirit of Community
- Be Personally Involved

CHAPTER 13 – LEADERSHIP IS EVERYONE’S BUSINESS

- Exemplary Leadership Is Local
- Exemplary Leadership Matters
- Learning Leadership Takes Practice
- Contrasts and Contradictions
- First Lead Yourself
- Leading Is Doing
- Remember the Secret to Success Is Life