

GOLDEN NUGGETS *of Leadership*



Contents

Introduction: A Deeper Look	9
ACTIVITY: Your Leadership	12
Chapter 1: Self Leadership Mastery	13
11 Qualities of Strong Leaders	14
Chapter 2: Better Business Relationships:	
Setting the Foundation	18
10 Strategies for Paying Closer Attention to Your Relationships	21
ACTIVITY: What Actions Are You Taking?	25
5 Critical Factors to Building Better Relationships	26
Chapter 3: Stronger Rapport	27
Top 10 Rapport Building Tools	29
Chapter 4: Empowering Communication.....	33
3 Levels of Listening	34
4 Step Deep Listening Process	39
4 Response Styles	40
Response Words That Influence	42
Chapter 5: Understanding Style Differences.....	45
ACTIVITY: Here's What I Like	52
Chapter 6: Managing Conflict	55
4 Actions Guaranteed to Reduce/Prevent Conflict	56

How to Ignore Conflict without Making it Worse	60
3 Step Process for walking away from Conflict	
Productively	61
5 Steps to Get Over It	64
Points of View that Reduce Leadership Effectiveness	69
ACTIVITY: Thoughts = Feelings = Actions	76
Confronting Conflict Head-on	77
How to Provide Productive Feedback	78
Approach Styles	79
5 Step Feedback Process	81
17 Successful Feedback Guidelines	82
Chapter 7: Accountability.....	89
7 Successful Strategies for Accountability	91
When Your Tried Everything	93
4 Most Important Techniques for Being Accountable	95
ACTIVITY: Leadership Challenge	96
Chapter 8: Building Better Teams.....	97
Top 5 Attributes of Great Teams that	
Keep Getting Better	98
ACTIVITY: Creating Team Values	101
ACTIVITY: Creating Team Guidelines	103
Chapter 9: Adapting Leadership Nuggets to Your Life.....	105
ACTIVITY: How I Intend to Apply Leadership Nuggets	
to My Life	106
Resources and Recommended Studies / Readings.....	111