

Clarity

1. Manage your time by revenue
2. A problem should always be defined by its size and/or frequency
3. Know your audience
4. If you ever think you're done, you are
5. Strive for an accurate self-perception
6. Part of being smart is knowing what you're dumb at
7. Never confuse activity with achievement
8. Manage your business, not your plan
9. Let the data lead your decision making
10. Understand the power of context
11. To gain respect, you must be willing to lose affection
12. Earn your keep

Confidence

1. Perfection is the enemy of progress
2. Do what you say you will do
3. Find an executive champion
4. No delegating up
5. Develop managerial courage
6. Cultivate a strong intellectual curiosity
7. Good artists borrow; great artist steal (Picasso)
8. Inspect the expected
9. Encourage disagreement
10. Be comfortably coachable
11. Fail quickly
12. Deliver completed staff work

Compassion

1. Management is love and discipline
2. EVERYTHING communicates
3. Keep your cup full
4. Every business problem and solution is a story
5. We are ALL a work in progress
6. Create conflict only when something productive will come from it
7. Treat everyone differently
8. Sometimes "I don't know" is the best answer
9. Leadership is about creating inspiration, not cooperation
10. Behave in ways that make you proud of yourself
11. Create as many livelihoods as possible
12. Practice gratitude