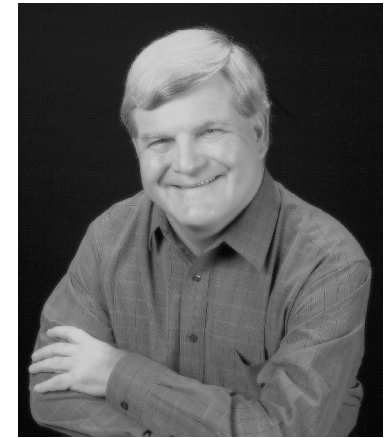


Learn from History™

## 7 KEY LEADERSHIP LESSONS FOR 2010

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Are you prepared to answer these key questions?



Leonard Kloeber, Author

### Vision: What is your compelling picture of the future for your organization?

“If you don’t know where you are going – any road will get you there.”

- What is your mission? What does your future state look like?
- How will you get there from where you are now? What is your plan?
- Who are your customers? Where is their pain? What problem(s) are you able to solve for your customers? Why do they need this? (benefits)
- What makes you or your company unique and best suited to help your customer? What is your value proposition? Your competitive edge?

### Innovation and Learning: Do you experiment to learn what works and how to apply new technology? Most people learn best by “doing.”

- Do you routinely experiment and take small steps?
- After trying something new, do you evaluate your results and apply lessons learned to the future?
- Do you observe marketplace trends and your competitors to find out what works for them? How can you apply it?

### Capabilities - People and Resources: Do you have the right people with the right skills and tools you need to succeed?

- Have you identified the core requirements of your business?
- Do you know what kinds of skills you need to do the work and what resources you need to succeed?
- Do you have the right people and tools to get the job done?

### Timely Decisions: Do you make timely decisions to move ahead?

- Do you procrastinate or avoid decisions?
- Do you make rash decisions or use a deliberate process?
- Are people on your team waiting for you to make a crucial decision so that they can move ahead?

### Operating Principles and Values: What are your core operating principles and values that drive your decisions and your business?

- What is most important to you? What do you value most?
- Do your day-to-day actions match up with your values?
- Do you have established guidelines or operating principles for people who work with you so they can guide their work? How have you communicated your principles & values?

### Resilience: Are you able to overcome obstacles and solve problems to move ahead confidently?

- Do you get stuck and stay stuck, or do you push through?
- Do you get discouraged if things don’t work out as planned?
- Are you able to rebound quickly after a set-back or do you dwell on your failure?

Your Team: Have you trained your team (actual or virtual) to work together and back each other up? Do you lead by example?

- Does everyone know their job inside and out?
- Are they prepared to step in if needed elsewhere?
- Are they accountable for the quality of their work?
- Do you take good care of the people who take care of you?