

# THE 21 INDISPENSABLE QUALITIES OF A LEADER: BECOMING THE PERSON OTHERS WILL WANT TO FOLLOW

John C. Maxwell\*

## 1. Character

- ✓ Character is more than talk
- ✓ Talent is a gift, but character is a choice
- ✓ Character brings lasting success with people
- ✓ Leaders cannot rise above the limitations of their character

## 2. Charisma

- ✓ Love life
- ✓ Put a "10" on every person's head
- ✓ Give people hope
- ✓ Share yourself

## 3. Commitment

- ✓ Commitment starts in the heart
- ✓ Commitment is tested by action
- ✓ Commitment opens the door to achievement

## 4. Communication

- ✓ Simplify your message
- ✓ See the person
- ✓ Show the truth
- ✓ Seek a response

## 5. Competence

- ✓ Show up every day
- ✓ Keep improving
- ✓ Follow through with excellence
- ✓ Accomplish more than expected
- ✓ Inspire others

## 6. Courage

- ✓ Courage begins with an inward battle
- ✓ Courage is making things right, not just smoothing them over
- ✓ Courage in a leader inspires commitment from followers
- ✓ Your life expands in proportion to your courage

## 7. Relationships

- ✓ Have a leader's head – understand people
- ✓ Have a leader's heart – love people
- ✓ Have a leader's hand – help people

## 8. Discernment

- ✓ Discover the root issues
- ✓ Enhance your problem solving
- ✓ Evaluate your opinions for maximum impact
- ✓ Multiply your opportunities – be in the right place at the right time – make your luck



## 9. Focus

- ✓ Focus 70% on strengths
- ✓ Focus 25% on new things
- ✓ Focus 5% on areas of weakness

*If you chase two rabbits, both*



## 10. Generosity

- ✓ Be grateful for whatever you have
- ✓ Put people first
- ✓ Don't allow the desire for possessions to control you
- ✓ Regard money as a resource
- ✓ Develop the habit of giving

## 11. Initiative

- ✓ Know what you want
- ✓ Push yourself to act – despite fear or risk

- ✓ Make mistakes & learn from them

## 12. Listening

- ✓ Your followers
- ✓ Your customers
- ✓ Your competitors
- ✓ Your mentors

*"A good leader encourages followers to tell him what he needs to know, not what he wants to hear." Woodrow Wilson*



## 13. Passion

- ✓ Passion is the first step to achievement
- ✓ Passion increases your willpower
- ✓ Passion changes you
- ✓ Passion makes the impossible possible

## 14. Positive Attitude

- ✓ Your attitude is a choice
- ✓ Your attitude determines your actions
- ✓ Your people are a mirror of your attitude
- ✓ Maintaining a good attitude is easier than regaining one

## 15. Problem-solving

- ✓ They anticipate problems (looking ahead with prudence)
- ✓ They accept the truth
- ✓ They see the big picture
- ✓ They handle one thing at a time
- ✓ They don't give up a major goal when they're down

## 16. Responsibility

- ✓ They get the job done
- ✓ They are willing to go the extra mile
- ✓ They are driven by excellence
- ✓ They produce regardless of the situation

## 17. Security

- ✓ Insecure people don't provide security for others
- ✓ Insecure people take more from people than they give
- ✓ Insecure people limit their best people
- ✓ Insecure people continually limit the organization

*"You can't lead people if you need people." Andrew Carnegie*

## 18. Self-Discipline

- ✓ Develop and follow your priorities
- ✓ Make a disciplined lifestyle your goal
- ✓ Challenge your excuses
- ✓ Remove rewards until the job is done
- ✓ Stay focused on results

## 19. Servanthood

- ✓ Put others ahead of your agenda
- ✓ Possess the confidence to serve
- ✓ Initiate service to others
- ✓ Serve out of love

## 20. Teachability

- ✓ Overcome your success
- ✓ Swear off shortcuts
- ✓ Trade in your pride
- ✓ Never pay twice for the same mistake

*"It's what you learn after you know it all that counts." J. Wooden*



## 21. Vision

- ✓ Vision starts within
- ✓ Vision draws on your history
- ✓ Vision meets others' needs
- ✓ Vision helps you gather resources

\*adapted by Mary C. Bushing