

# YOU, THE LEADER

1. *“Acquire the art of kindness and persuasion. Kindness is an attribute of the strong.”*
2. *“Get rid of ‘double standards of behavior’: one for workers, and another for management.”*
3. *“Put consideration of human dignity above pay, promotion, or environment.”*
4. *“Start a request to subordinates with ‘please.’ Proper words and actions inspire confidence.”*
5. *“Give credit where credit is due. Praise fearlessly. If you must tell somebody off, never do in front of others. Most people’s self-esteem can’t make it.”*
6. *“Don’t be afraid to make changes. If something has been done in a particular way for 20 years, that alone is often a sign that it is being done wrong.”*
7. *“In handling grievances, let the employee tell his full story without interruption. A kind **word** will help.”*
8. *“Learn to listen. The occupational disease of a poor executive is inability to listen.”*

“Most of us will never do great things,  
but we can do small things in a great way”