

Definition, Principles, Practices, and Results

21st Century Leadership

Definition	<ul style="list-style-type: none"> • Bi-directional • Performance improvement discipline 	<ul style="list-style-type: none"> • Designed to mature • Individual's mental and moral: <ul style="list-style-type: none"> ○ Qualities ○ Capabilities ○ Behaviors
Principles	<ul style="list-style-type: none"> • Believe in Others • Connect with Others • Put Others First • Give Up Control 	<ul style="list-style-type: none"> • Encourage Change • Collaborate with Others • Develop Leadership Practices Continuously
Practices	<ul style="list-style-type: none"> • Analyzing like detectives • Diagnosing and treating like doctors • Communicating like agents • Directing like guides • Nurturing like gardeners 	<ul style="list-style-type: none"> • Exposing habits like behaviorists • Facing the unknown like lions • Developing like scouts • Communicating like broadcasters
Immediate Results	<ul style="list-style-type: none"> • Fulfilled needs rather than wants 	<ul style="list-style-type: none"> • Removed or reduced barriers • Improved performance
Short / Long-Term Results	<ul style="list-style-type: none"> • Improved work environment • Increased feelings of safety among teammates • Increased collaboration 	<ul style="list-style-type: none"> • Strengthened relationships • Increased mental and moral capabilities especially creativity, innovation, and learning
Business Results	<ul style="list-style-type: none"> • Increased employee engagement • Increased profitability • Decreased operational costs • Improved the customer experience 	<ul style="list-style-type: none"> • Decreased absenteeism and turnover • Reduced product theft, defects, and damages • Decreased safety incidents (amount and severity)
Societal Results	<ul style="list-style-type: none"> • Improved local and larger communities • Improved leadership communities of practice 	<ul style="list-style-type: none"> • Increased volunteering activities • Increased stewardship practices

Source: [Nine Practices of 21st Century Leadership: A Guide for Inspiring Creativity, Innovation and Engagement](#)
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