



## Contents

Foreword .....	xi
Preface .....	xiii
<b>Part 1: Catalyst Leadership .....</b>	<b>1</b>
1. Now You're a Leader .....	3
The Journey Begins	
2. Boss or Catalyst? .....	9
What Makes a Great Leader	
3. Navigating the Transition to Leadership.....	17
The Mind-Set You Need to Succeed	
4. Your Leadership Brand, Part 1.....	28
Be Authentic	
5. Your Leadership Brand, Part 2.....	35
Bring Out the Best in People and Be Receptive to Feedback	
6. Leadership Is a Conversation, Part 1.....	46
How to Make People Feel Heard, Valued, and Motivated	
7. Leadership Is a Conversation, Part 2.....	66
How to Build Trust and Ownership	
8. Your Five-Step Conversation Road Map.....	75
Taking a Practical Approach to Get Results	
9. Nothing Else Matters Unless You Get Results .....	87
How to Execute with Focus, Measurement, and Accountability	



<b>Part 2: Mastery and Leadership Skills .....</b>	<b>113</b>
10. Hiring and Selecting the Best .....	115
Behavior Predicts Behavior	
11. What Your Boss Really Wants from You .....	130
Become an Adviser	
12. Engagement and Retention .....	135
Creating the Environment to Energize People	
13. Meetings .....	149
Make Them Count!	
14. Coaching .....	161
Learning from Success	
15. Feedback Fundamentals.....	173
Specific, Timely, and Balanced	
16. Handling Difficult Employee Situations.....	181
Focus on the Behavior, Not the Person	
17. Delegation .....	191
Be a Delegator, Not a Dumper	
18. Performance Management.....	201
An Ongoing Cycle, Not an Event	
19. You and Your Network.....	209
Nurture Your Business Relationships	
20. Influence.....	221
Look Up, Down, and Across	
21. A Woman's First Leadership Job .....	229
Own the Moment	
22. Leadership Changes the World .....	241
The Difference Is You	



**Part 3: Bonus Chapters and Tools .....245**  
(available online at the DDI microsite)

Citations .....247

Acknowledgments .....253

About DDI .....255

About the Author .....256

Index .....259

<http://www.pbookshop.com>

<http://www.pbookshop.com>