

Acknowledgments vii

Getting Started 1

An Overview of the 13 Leadership Competencies 3

Delivering the Remarkable Leadership Workshops 5

Workshops:

Championing Change 9

Communicating Powerfully 25

Building Relationships 41

Developing Others 59

Focusing on Customers 75

Influencing with Impact 89

Thinking and Acting Innovatively 103

Valuing Collaboration and Teamwork 117

Solving Problems and Making Decisions 129

Taking Responsibility and Accountability 145

Managing Projects and Processes Successfully 157

Setting Goals and Supporting Goal Setting 171

Additional Resources 185

References 189

About the Author 191

About The Kevin Eikenberry Group 193