



The Most Important Leadership Practice: Inspire and Share a Vision

By: Jim Kouzes **Video:** 2 Minutes

The most important practice for leaders is to envision the future and communicate that vision in a way that others can see themselves in the vision.



Habit 5: Seek First to Understand, Then to Be Understood

By: Stephen Covey **Video:** 2 Minute

First understand the problem at a deep level before offering advice.



Leaders Must Reach Out To Their People

By: William Harrison **Video:** 3 Minutes

Do not be afraid to over-communicate. William Harrison speaks to the importance of leaders openly and regularly communicating with staff, especially during times of crisis.



Listening Requires Caring

By: Marshall Goldsmith **Video:** 3 Minutes

Listening requires caring and there are some really simple steps you can take to become a better listener.



Cultural Communication

By: Howard Ross **Video:** 6 Minutes

Because people from different cultures have different values and customs, it's important to know how to communicate properly.