

*“Everything rises and falls on leadership.”*  
**Open Source  
Leadership** *-John Maxwell*

*all of us is smarter than one of us*

# Simple View Business Leadership

The way to achieve success is first to have a definite, clear, practical ideal – a goal, an objective.

Second, have the necessary means to achieve the ends: wisdom, money, materials, and methods.

Third, adjust all means to that end.

THE ROANOKE TIMES  
Monday, September 20, 2004



STEPHANIE KLEIN-DAVIS | The Roanoke Times

Mellisa Williamson, 35, a Bullitt Avenue resident, worries about the effect on her unborn child from the sound of jackhammers.

# The New Me Generation

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## The New Me Generation

The Boston Globe

The crop of talented recent graduates coming into today's workforce is widely seen as narcissistic and entitled. And those are their best qualities.

By Jake Halpern | September 30, 2007

Nicole Mirabile, who is just 15 years old, has a clear vision of her future, and it doesn't involve a boss. The prospect of working at a Fortune 500 company – and landing the sort of well-paying job that Americans once regarded as the benchmark of success – holds zero allure for her. "It would be hard compromising with a lot of different people whom I might clash with," she speculates. Mirabile, a sophomore at North Quincy High School, would be far happier running her own company. "I have the time, I have the brains, I have the patience to do it, and I am not going to give up if I fail once," she vows.

Alan Chhabra, who is 31 years old, shares a similar sensibility even if, as it turns out, he does report to a boss. Chhabra works at Egenera, a computer-server manufacturer based in Marlborough, but he is not the sort of fellow who puts too much stock in old-school notions of corporate protocol. As he puts it, "I have no problem knocking on the door and walking into the CEO's office or the CTO's office on a whim – interrupting their schedule – and saying, 'I need to talk to you.'" Chhabra says that ever since he was a kid, he has been "knocking heads with basketball teachers, track coaches, teachers, and girlfriends. If I felt that I was right, I wouldn't back down."

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What does that look like in this industry?

*An organization that inspires me to spend my hard earned discretionary income with them - knowing that I am expecting a significant return on my investment through an exceptional or unique experience created by them.*

## *Harris Poll*

- 20,000 people surveyed
- Only 3000 could identify the top three management priorities of their companies
- 15% could / 85% could not

# Leadership impacts...

- Revenue
- Profit
- Guest Service
- Guest Experience
- Morale
- Attitude
- Operations
- Safety
- Employee Retention
- Employee Relations
- Brand
- People

So does lack of Leadership...

## Leadership is...

- *Influencing others to achieve mutually agreed upon purposes for the organization.*
- *Possessing both a capacity to rally men to a common purpose and a character which inspires confidence.*
- *Forging a clear path for self and others as you move toward success.*



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# So **WHAT** is **Open Source Leadership?**

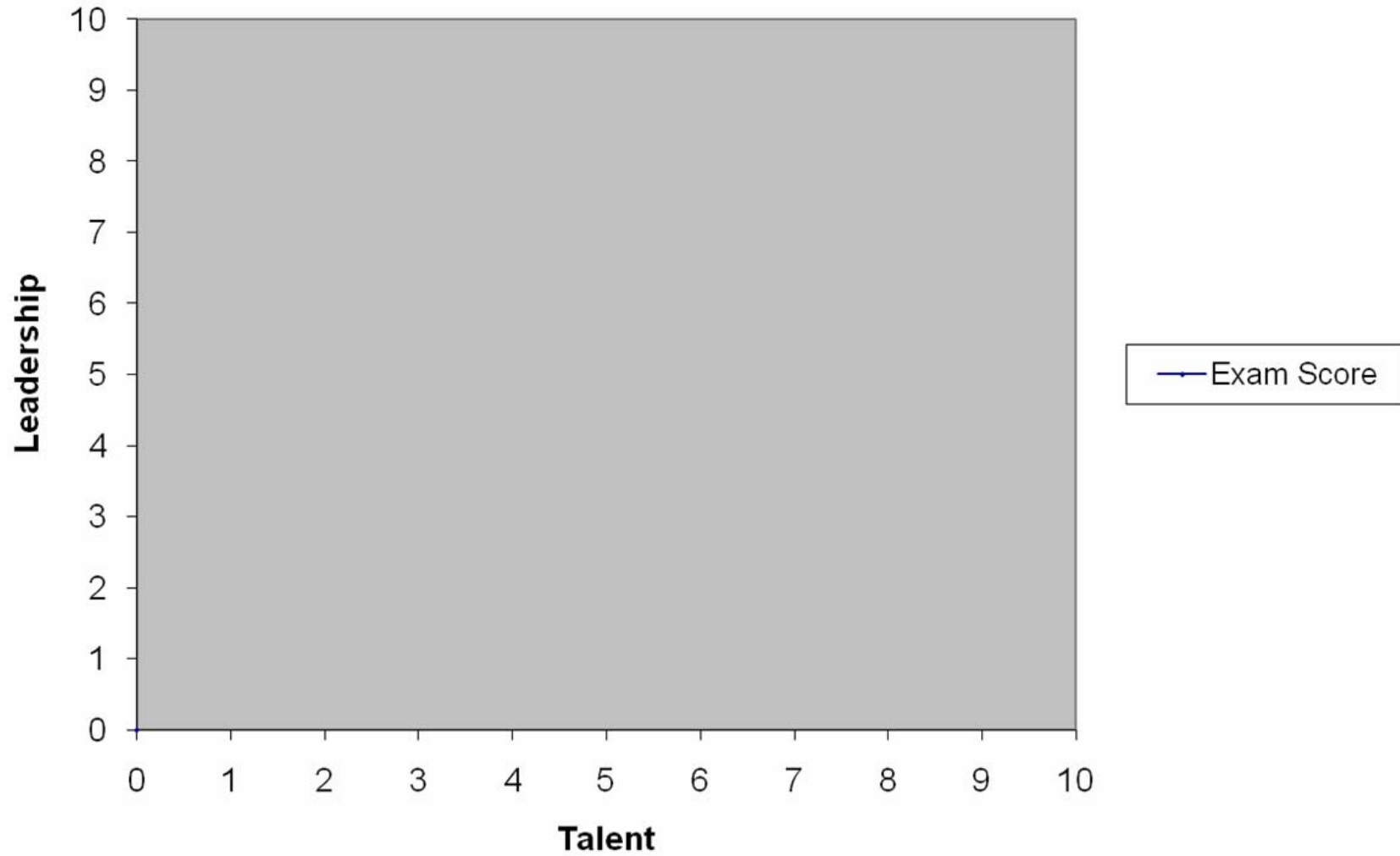
- *The free and open market of ideals created from baseline leadership philosophy and principles that are crafted to the modern leadership need (Macro View)*
- *Harnessing the power and collective energy of the people in your organization to be an open and integral participant in the leadership process. This includes your guests. (Micro View)*

# So **WHAT** is **Open Source Leadership?**

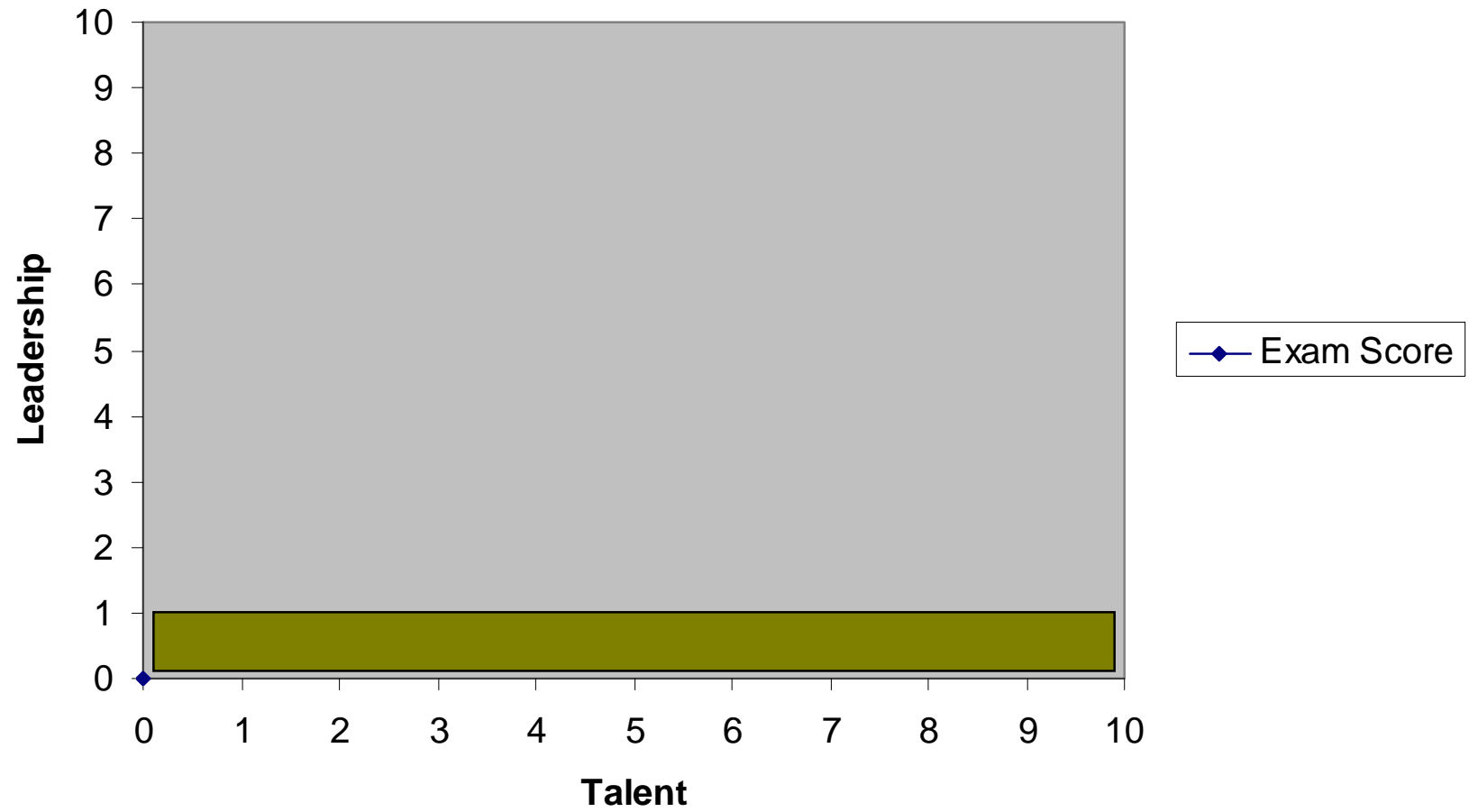
- *Allowing people to execute*
- *Allowing people to share what is working*
- *Allowing people to lead*

*When people are leading – effectiveness increase exponentially!*

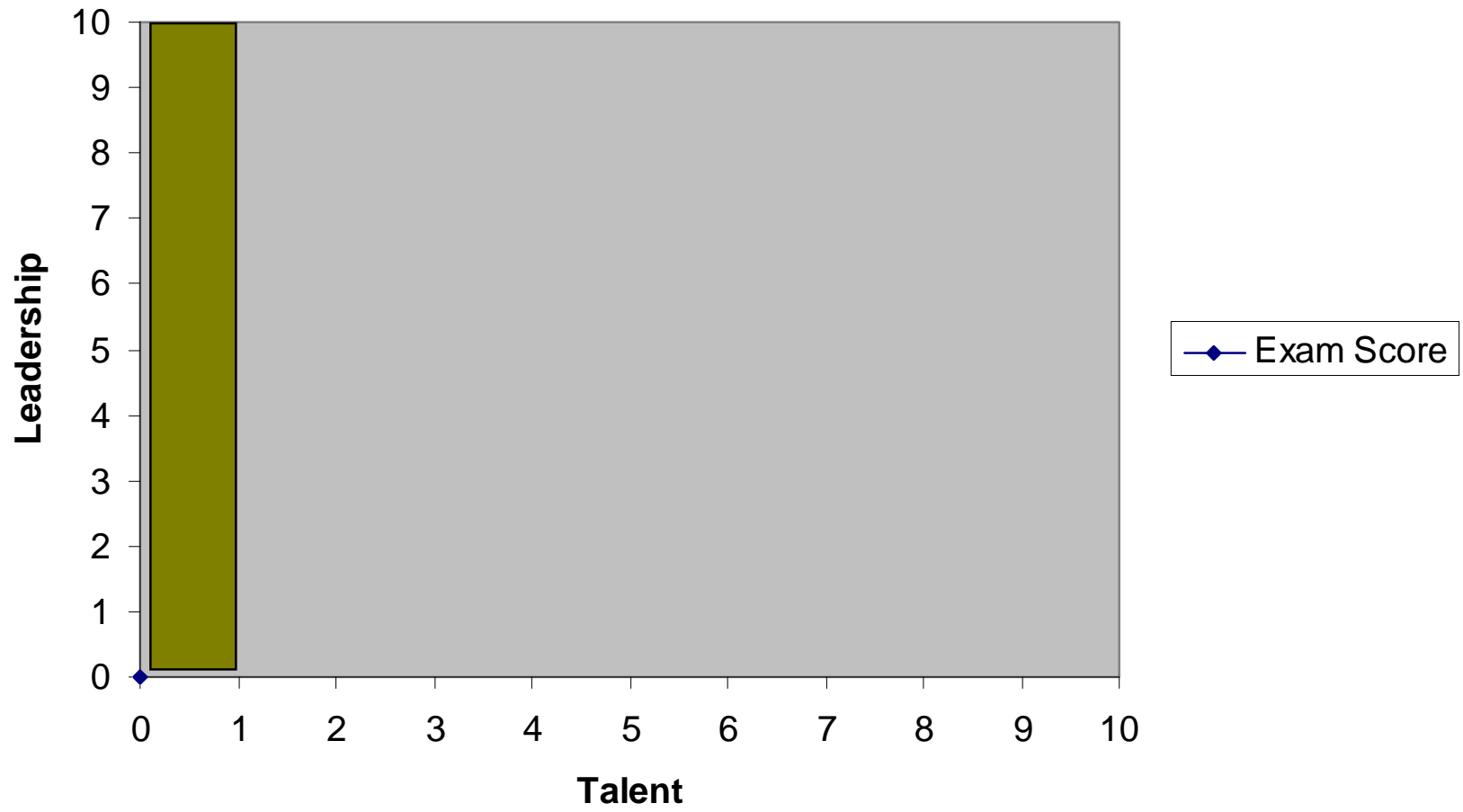
# Effectiveness GAPS



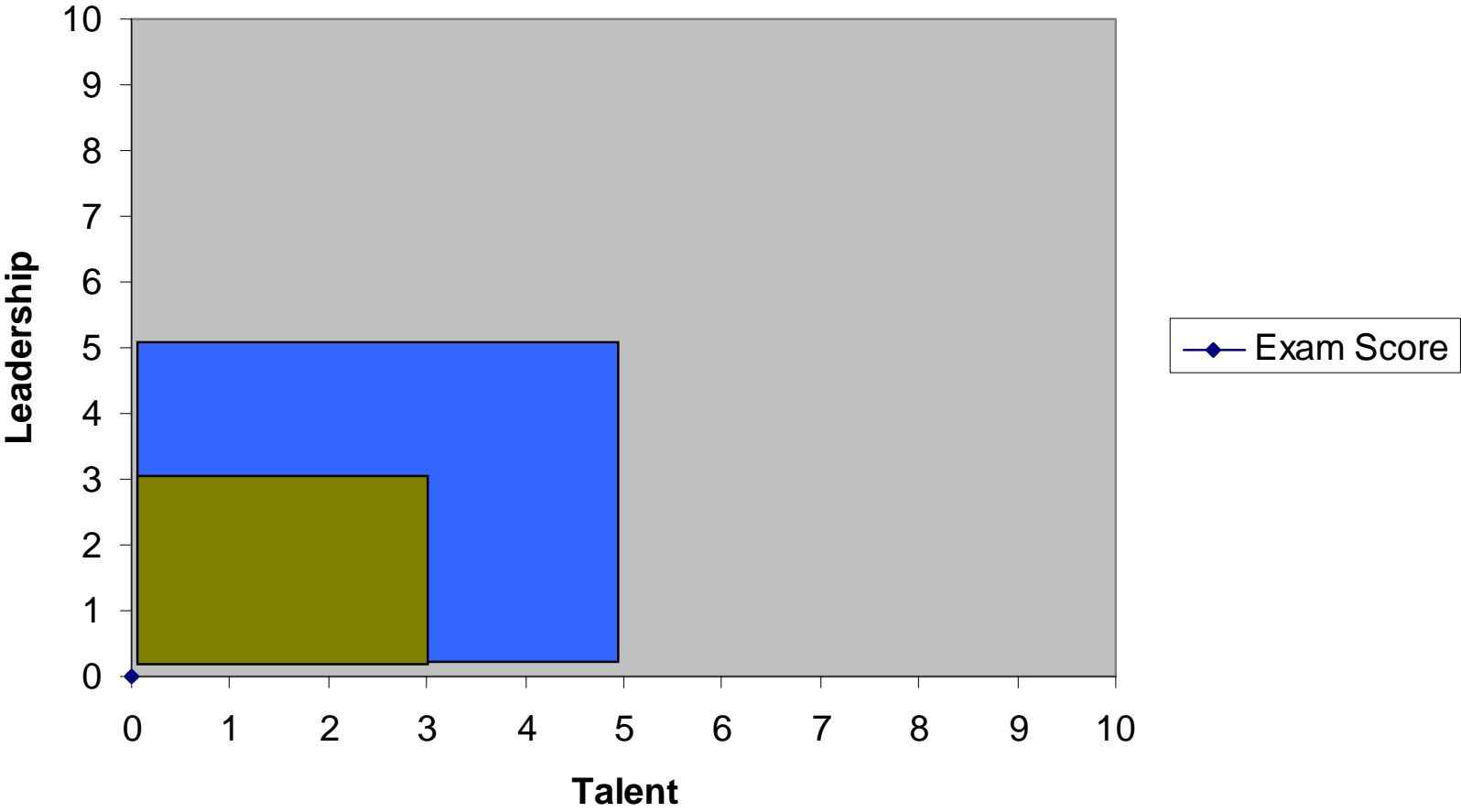
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# So WHY

## Open Source Leadership?

- *What we know does not work all the time*
- *Books on the shelf may create educated not actualized leaders with a briefcase of buzzwords*
  - ✓ Vision
  - ✓ Mission
  - ✓ Core values
  - ✓ Accountability
- *Result is a lingering effect that is diminished over time as the demands of reality set back in!*



# Is GOOD the enemy of GREAT?

## Good Leaders

- *Have leadership knowledge and an enhanced understanding of mindset and philosophy*
- *Develop and commit to the guiding principles of the organization*

## Great Leaders

- *Shape behavior to match organizational ideals in an observable and measureable manner*

# Is GREAT the enemy of EXCEPTIONAL?

## Exceptional Leaders

- *Develop a personal philosophy of leadership centeredness to self, others, and organization*
- *Coach and mentor others through the GOOD and GREAT levels*
- *Allow and expect others to participate in the leadership process*
- *Insure that work product and behavior of self and others is a natural, observable expression organizational principles*

# *Open Source Environment*

- People are both free to and expected to lead
- People are free to make decisions
- People are expected to effectively and efficiently manage with emphasis on solutions not blame
- People are expected to develop and execute on a personal leadership philosophy that is congruent with the vision and mission of the organization

# Contact Information

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