

Stop playing games and start gaining trust

A caring mindset is critical to your success, and the success of your organization. And it starts with being straightforward. Being straightforward means you can be tough and exacting, but also honest, direct, candid, transparent, and fair. Sounds like common sense, doesn't it? Not always. Let me share a story with you.

The difference between process and people

Part of having a caring mindset is being thoughtful. And you can't be thoughtful if you're overextended or overcommitted. When I need to recharge my batteries, I usually go for a long walk. Sometimes by myself, sometimes with one of my kids. I always end up feeling refreshed and reenergized when I return.

Step back so you can move forward

When I need to recharge my batteries, I usually go for a long walk. Sometimes by myself, sometimes with one of my kids. I always end up feeling refreshed and reenergized when I return.

It's critical that you're passionate about what you do—otherwise, what's the point? However, there's a difference between passion and obsession. Let me explain.

Have you gotten the “Wake-up” call to be straightforward?

A director I was consulting with always expected people to come to him. This guy really believed that no news was good news. Like a lot of senior level executives, he expected people to come to him, not vice versa. The problem was, no news wasn't good news—it was the opposite. Problems weren't getting resolved.

What does it take to be accountable?

Accountability is taking responsibility for your actions. It's the “A” in STAR, and acronym I developed for what it takes to have a caring mindset. But first, we need to take a step back. You can't be accountable if you don't know what's going on.

Do you work in a fake culture?

If you are not being true to yourself in all aspects of your life, you're living in a fake culture. As a leader, a fake culture makes it impossible to develop a caring mindset. Without a caring mindset, you'll never make a difference, or be the difference.