



ABCs for Managers Who Lead

LEADING BY ALIGNING

DEFINITION : To bring people together around a common goal or shared vision to ultimately improve health outcomes.“

***“If the lion wants to eat mango,
he must make friends with the birds.”***

– African proverb

LEADING BY BUDGETING

DEFINITION : To plan how to prioritize and use resources based on an estimate of money and other inputs over a given period of time.

***“The budget is not just
a collection of numbers,
but an expression of our values and aspirations.”***

– Jacob Lew, US Secretary of the Treasury

LEADING BY COMMUNICATING

DEFINITION : To share or exchange information, knowledge, news, or ideas.

“Have you ever thought you failed to communicate what you intended? Putting yourself on the receiver’s end is one way of putting things right.”

– Lydia Mungherera, National Forum of People Living with HIV/AIDS, Uganda

LEADING BY DECIDING

DEFINITION : To make a choice about a course of action.

“You can’t make decisions based on fear and the possibility of what might happen.”

– Michelle Obama, US First Lady

LEADING BY ENVISIONING

DEFINITION : To imagine what will happen or what a situation can be like in the future.

*“Eagles we are not, but we can still fly.
Our imagination becomes our wings.
The magnificent eagle is still just an eagle
but we can soar as high and as far as
our aspirations take us.”*

– Anonymous

LEADING BY FOCUSING

DEFINITION : To direct attention to what is most important.

*“For want of a nail, the shoe was lost.
For want of a shoe, the horse was lost.
For want of a horse the rider was lost.
For want of a rider the message was lost.
For want of a message the battle was lost.
For want of a battle the kingdom was lost.”*

– Benjamin Franklin, author and politician

LEADING BY GUIDING

DEFINITION : To show or indicate the way.

*“A manager is a guide.
He takes a group of people and says,
‘With you I can make us a success;
I can show you the way.’”*

– Arsene Wenger, Manager of Arsenal Football Club

LEADING BY HOLDING ACCOUNTABLE ONESELF AND OTHERS

DEFINITION : To ensure individuals and institutions are fulfilling their commitments to the people they are meant to serve and protect.

“To me, a leader is someone who holds himself accountable for finding potential in people and processes.”

– Brene Brown, Professor of Social Work, University of Houston

LEADING BY INSPIRING

DEFINITION : To awaken feelings, to bring about hope, positive change, and impact.

***“From the little spark
may burst a mighty flame.”***

– Dante Alighieri

LEADING BY JUGGLING

DEFINITION : To manage multiple tasks at once while avoiding failure in any one of them.

“As Indian women, we are always balancing work, life, home, etc. It’s important to know that while juggling rubber balls and glass balls, the former may bounce back when you miss, but the glass balls will crack if you let them fall.

So prioritize, prioritize, prioritize.”

– Nita Ambani, Indian businesswoman

LEADING BY KINDLING

DEFINITION : To energize, inspire, and excite.

***“The true aim of everyone
who aspires to be a teacher
should be not to impart his own opinions,
but to kindle minds.”***

– Frederick William Robertson, Anglican clergyman

LEADING BY LISTENING

DEFINITION : To give attention with one's whole self.

***“Wisdom is the reward you get
for a lifetime of listening
when you'd have preferred to talk.”***

– Doug Larson, American columnist and editor

LEADING BY MONITORING

DEFINITION : To provide implementers and stakeholders with indications of progress toward the achievement of health results.

“One of the great mistakes is to judge policies and programs by their intentions rather than their results.”

– Milton Friedman, Nobel Prize-winning economist

LEADING BY NURTURING

DEFINITION : To create conditions for growth and development.

“I believe that if you’ve been successful in what you wanted to do in your life, then it’s your obligation to spend a good portion of your time sending the elevator back down.”

– Jack Lemmon, US actor and musician

LEADING BY ORGANIZING

DEFINITION : To prioritize, and allocate resources of the right quality, at the right time, in the right quantities, and at the right place to accomplish work most effectively and efficiently

“Organization isn’t about perfection; it’s about efficiency, reducing stress and clutter, saving time and money, and improving your overall quality of life.”

– Christina Scalise, US author and professional organizer

LEADING BY PLANNING

DEFINITION : To set direction, strategies, tasks, and schedules to accomplish specific goals.

“Look for a dark goat first in the daytime because you may not find it at night.”

– African Proverb

LEADING BY QUESTIONING

DEFINITION : To inquire or raise doubt.

***“The important thing
is not to stop questioning.***

Curiosity has its own reason for existing.”

*– Albert Einstein, Nobel Prize-winning
theoretical physicist*

LEADING BY RESPECTING

DEFINITION : To show consideration and treat courteously.

***“He who wants a rose
must respect the thorn.”***

– Persian proverb

LEADING BY SCANNING

DEFINITION : To look for a wide variety of relevant information in multiple places and from multiple sources to better understand the current situation, what created it, or what keeps it unchanged.

“A man’s feet must be planted in his country, but his eyes should survey the world.”

– George Santayana, Spanish philosopher

LEADING BY TEAMING-UP

DEFINITION : To engage in group activities to resolve a situation.

“A thumb working on its own is useless. It has to work collectively with the other fingers to get strength and be able to achieve anything.”

– African proverb

LEADING BY UTILIZING RESOURCES WELL

DEFINITION : To maximize resources, apply skills learned, or make best use of one or more inputs to get work done in the most effective and efficient ways.

“Success is the maximum utilization of the ability that you have.”

– Zig Zigler, motivational speaker and author

LEADING BY VISUALIZING

DEFINITION : To make visible, concrete; to form a mental image of a desired end state.

***“The beginning is a bud,
the end a coconut.”***

– Swahili proverb from Zanzibar

LEADING BY WALKING AROUND

DEFINITION : To observe, listen, and learn in the work environment.

***“Let us see then tell;
hearing is not seeing.”***
– *Swahili proverb from Zanzibar*

LEADING BY EXPRESSING

DEFINITION : To show, manifest, or reveal emotions or reactions, either to one's self or others.

“Feeling gratitude and not expressing it is like wrapping a present and not giving it.”

– William Arthur Ward, US writer

LEADING BY YIELDING RESULTS

DEFINITION : To produce a favorable or desired outcome.

***“The wasp says that
several regular trips to a mud pit
enable it to build a house.”***

– Ewe proverb

LEADING BY ZOOMING IN AND OUT

DEFINITION : To examine closely or from a distance while maintaining focus.

***“If you look the right way,
you can see that
the whole world is a garden.”***
– Frances Burnett, English-US author