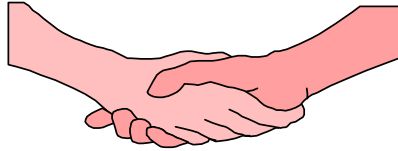


INITIATING CHANGE

- When initiating change remember “People support what they create”



Creating high performing teams

- Get the vision, scope and objectives right
- Create expectations
- Call a spade a spade
- Get the right people
- Require people to do their homework
- Never move slowly on critical personal issues
- Constantly upgrade skills
- Build trust through appropriate self-disclosure
- Consider “What’s in it for me” from the perspective of the other person
- Create short-term wins
- Celebrate success
- Clearly defined roles
- Have fun
- Be a bit crazy when appropriate (calculated risk-taking is good!)