

# WALKING THE TALK AND TALKING THE WALK

On leading an NPO with a soft heart, an open mind, and a hard head

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## Who Are You As Leader? The Three Dimensions Of NPO Leadership

**What's In Your Heart?**

**What's On Your Mind?**

**Where is Your Head?**

## Who Are You As Leader? The Three Dimensions Of NPO Leadership

**How Can We Tell? – Talking The Walk, Transparency, and Public Communication.**

**How Do We Know It's Real? – Walking The Talk, Integrity, And Doing The Right Thing.**

## What's In Your Heart – On Leading By Example

Showing Your Heart Without Losing Your Head **Or** Your Mind – Leadership's Primary Job.

The Real Mission of Your Organization (Hint: It's Not Just Your Mission Statement).

Mission, Culture and Group Dynamics – The Double-edged Sword of Strong Organizational Cultures.

Mission Creep – Where Do We Draw The Line?

## What's On Your Mind – Strategy and Leading From Behind

Organizational Goals and Strategic Objectives: Turning a “pointless” exercise into an exercise regimen.

Picking Your Consiglieri – Who Do You Listen To, and Who Do You Talk To?

When Good Ideas Cause Bad Outcomes – Leading From Behind.

Clients, Consumers, Payors and Stakeholders – Staying Your Course Without Sinking Your Ship.

## Where Is Your Head – Tactics, The Bottom Line, and Choices Only Leaders Can Make.

Keeping The Ship Sailing – Why There Is No Conflict Between Margin And Mission, or Why Not For Profits Need Profits.

Politics Is Not Spelled With Four Letters.

Everybody Talks To Everybody - Why Your Organization Is Transparent, No Matter What You Think, And The Communication Pyramid.

If Not You, Who?: Claiming v. Shaming In Leadership Roles

## Keeping Your Head While Speaking Your Mind and Showing Your Heart

Putting It All Together – The Leadership Layer Cake.

Identifying Your Strengths And Weaknesses – No One  
Knows What They Look Like Until They Look In A  
Mirror.

You Are Getting Paid For This – On Distinguishing The  
Person And The Uniform, Or, A Short Course In  
Transference.