

Lynne Cunningham's

Book Review

I just read a great book that I think should be added to your Leadership Library.

Book	<i>Gracious Leadership: lead like you've never led before</i>
Author	Janet Smith Meeks
Pillar of Excellence	All – this is a leadership/accountability book
Publisher's Book Description	<p>In today's cut-throat, get-ahead-at-all-costs world, the idea of showing basic decency towards one another has sadly been pushed to the side. Yet, the power of respectful, positive leadership can be more impactful now than ever before. Gracious leaders stand apart because they have a better way. Leaders who listen with purpose, recognize they don't have all the answers, and demonstrate uncompromising respect to all can—and will—lead their teams to peak performance.</p> <p>In <i>Gracious Leadership: Lead Like You've Never Led Before</i>, Janet Smith Meeks describes why the key ingredients of Gracious Leadership are proven "must have" strategies to optimize organizational results.</p> <p>Meeks explains that teams of all types, within any industry, can and will reap great rewards by displaying respectful behaviors as they seek to reach greater heights. This holds true at home, on the basketball court, in the C-suite, or in the boardroom.</p> <p>Through stories of her own personal journey, as well as anecdotes about those she's encountered along the way, Meeks shares lessons learned while offering candid advice to help leaders improve.</p> <p>In a dog-eat-dog world where leadership crises are prevalent and the disrespect of subordinates is widespread, Meeks offers a different path. She shows how to be tough and kind, straightforward and compassionate, driven and grateful, all while being a fully respectful leader.</p> <p>Gracious Leadership... it's not soft stuff... it's a fresh and strategic approach for current and aspiring leaders who seek to excel while restoring common decency and respect within all aspects of their lives</p>
LC Review	<p><i>Gracious Leadership</i> is a practical book written by an experienced healthcare executive who has led organizational change. The book is "heavy" in content but a quick read. It would be an excellent preassignment for an executive or leadership retreat or a Leadership Development Institute. The Conversation Starters at the end of each chapter will help the reader ascertain how best to apply the learning. I found the emphasis on accountability and ownership were much more practical and focused than many publications I've read on servant leadership.</p>
Page	<i>Lynne suggests that you pay special attention to some of these features in the book.</i>

6	Gracious Leadership is not solely about being a respectful leader in the workplace. Gracious Leadership is about being respectful to others in every aspect of our lives.
38	Gracious Leadership represents the intersection of ultimate respect and optimal outcomes.
39	<i>Part II – The Key Ingredients of Gracious Leadership – the 13 characteristics of a Gracious Leader. I especially liked Values Relationships, Listens with Purpose and Responds with Care, Compassionate.</i>
40	No leader can optimally lead his or her organization to achieve its full potential unless every person in every role feels respected, valued and appreciated.
54	When gracious leaders take the time to know their employees from the beginning, they can help to minimize the “we/they” mentality and mobilize an energized team imbued with the potential to reach peak performance. The presence of a trust-based, common bond will allow your team to focus on what matters most - delighting your customers by achieving the right results through the right relationships!
56+	Listen like the other person is the <i>only</i> person in the world. The ability to communicate effectively is an absolute “must have” in your leadership tool kit.
63+	Gracious leaders listen with purpose and respond with care. Gracious leaders understand that employees and other key stakeholders who are closest to the customers are the ones with the best view of their reality.
70	Resolve complaints quickly so you have the opportunity to optimize customer loyalty and minimize organizational risk.
105+	Triple-A Leadership
	<ul style="list-style-type: none"> • Accountability • Alignment • Acknowledgement
114	Ask for opportunity where merited for yourself or others; confront bully behavior when needed; and always do what’s right, even when it’s not popular.
140	<i>Quint on highmiddlelow® performance conversations. Janet is a real disciple.</i>
168	Being a gracious leader by using recognition does not mean you are soft. It means you are strategic. In fact, you can be a more effective leader if you recognize well, and the data prove it.
182+	<i>Summary of key points</i>

190	<i>Great material on addressing bullying</i>	
Overall rating	Very good	
Publisher and Year Published	Smart Business Books	2017
Price	\$24.95	Also available as a Kindle book
Recommended by	Peter Giammalvo and Studer Group Colleague Don Dean	