

# LEADERSHIP CAN MEAN:

- I, AS THE LEADER, COME LAST, NOT FIRST.
- WE GET PROMOTED IN ORDER TO SERVE MORE, NOT TO BE SERVED MORE BY OTHERS.
- WE RESPOND TO TEAM MEMBER COMPLAINTS WITH THE SAME SORT OF POSITIVE, APPRECIATIVE RESPONSE WE WOULD GIVE TO GUESTS.
- IT'S MORE IMPORTANT FOR ME AS THE LEADER TO BRING COFFEE TO THE NEW TEAM MEMBER THAN THE OTHER WAY AROUND.
- WHEN THERE'S A CONFLICT BETWEEN WHAT'S RIGHT FOR US AS INDIVIDUALS, AND WHAT'S RIGHT FOR THE ORGANIZATION, WE HAVE AN OBLIGATION TO DO WHAT'S GOOD FOR THE GROUP.
- WE HIRE PEOPLE IN ORDER TO HELP THEM SUCCEED.
- WE LEAD THE WAY IN MAKING AN APPRECIATIVE WORKPLACE.