

Contents

Foreword	xi
Preface	xv
PART 1: SETTING THE STAGE TO LEAD	1
Chapter 1 Attention Must Be Paid	3
Chapter 2 Unpacking Leadership	9
Chapter 3 Cooperate and Graduate	37
Chapter 4 Getting from Me to We	47
Chapter 5 The Right Things the Right Way	63
Chapter 6 Leading with Craft	69
PART 2: LAYING THE FOUNDATION TO LEAD	87
Chapter 7 Paradigm Shift	89
Chapter 8 Understanding the Content and Process Model and the “Power of How”	95
Chapter 9 Wake-Up Call	117
Chapter 10 Becoming More Self-Aware	121
Chapter 11 Dig In	135
Chapter 12 Turning Information into Communication	139

PART 3: DOING THE DOING OF LEADING	153
Chapter 13 Paradigm Shift Revisited	155
Chapter 14 Managing Team Process	159
Chapter 15 “Viva la Revolución!”	179
Chapter 16 Teaching and Learning Together	185
Chapter 17 It’s Not Rocket Science	203
Chapter 18 Co-Creating with Others	213
Epilogue Here Comes the Sun	231
Afterword	233
Appendix A The Listening Ladder: Five Techniques for You to Master	235
Appendix B Have To/Choose To (HT/CT): A Self-Awareness Activity	239
Appendix C Developing a Communication Plan	245
Appendix D Icebreakers	247
Appendix E Interviews before Training, Meetings, or Events	251
Notes	257
Index	269
About the Authors	277