A good leader... Builds consensus and alignment

But a great leader... Embraces diverging opinions and respectful dissent

“I don’t like that man. I must get to know him better.”

—SANDOR AKAIK

A good leader... Assesses responsibility for decision-making

But a great leader... Delegates decisions to the lowest level possible

“When you delegate tasks, you create followers. When you delegate authority, you create leaders.”

—CRAIG ROSSHEL

A good leader... Provides candid feedback to their direct reports

But a great leader... Solicits feedback from their direct reports

“We all need people who will give us feedback. That’s how we improve.”

—BILL GATES

A good leader... Communicates clearly

But a great leader... Communicates empathetically

“Ninety percent of leadership is the ability to communicate something people want.”

—DIANNE FEINSTEIN

A good leader... Projects optimism and confidence

But a great leader... Demonstrates vulnerability and authenticity

“Failure is a great teacher. If you’re open to it, every mistake has a lesson to offer.”

—OPRAH WINFREY

A good leader... Optimizes standardized processes

But a great leader... Provides guardrails and autonomy

“Expert riders let the horse know who is in control, but loosen the reins and let it take the reins.”

—AMIT SHAH

A good leader... Displays a consistent leadership style

But a great leader... Adapts their style depending on the situation

“Leadership is not just some empty formulas but establishing deep connection at soul levels through service, integrity, passion, perseverance and equity only.”

—MART RAY