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## Summary

- Successful leaders have the ability to foster good relationships and enable their team to achieve extraordinary things.
  - The two greatest enablers of relationship-building are authenticity and positivity.
  - Staff need to be able to align your actions as a leader with your stated values.
  - High levels of positivity combined with low levels of authenticity indicate weak leadership.
  - Low positivity + low authenticity = no followers.
  - Effective leaders seldom have the monopoly on good ideas but encourage others to share theirs.
  - Staff are more likely to stay in working environments where they feel valued, recognised and listened to.
  - A good leader is not a hero but a hero-maker.
  - Without a degree of risk-taking as a leader, you risk predictability, complacency and stagnation.
  - Praise in public. Criticise in private.
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