

#1 *New York Times* BESTSELLING AUTHOR

JOHN C.
MAXWELL

GOOD
LEADERS
== ASK ==
GREAT
QUESTIONS

YOUR FOUNDATION FOR
SUCCESSFUL LEADERSHIP

Good Leaders Ask Great Questions



WHY ARE QUESTIONS SO IMPORTANT?

WHAT MUST I DO TO LEAD MYSELF?

HOW DOES LEADERSHIP WORK?

HOW DO I RESOLVE CONFLICT?

HOW CAN I DEVELOP LEADERS?



Why Are Questions So Important?



THE FUTURE BELONGS TO THE CURIOUS

- Before you attempt to set things right, make sure you see things right.
- The true spirit of conversation consists in building on another man's observation, not overturning it.
- Asking questions will open doors to some wonderful new friends and interesting opportunities.
- One of the best ways to persuade others is with your ears.
- "The unexamined life is not worth leading." - Plato
- I never knew a man that was good at making excuses who was good at anything else.

QUESTIONS = QUEST

- Millions saw the apple fall, but Newton was the only one who asked why.
- If you want to be wealthy and happy, learn this lesson well: "learn to work harder on yourself than you do on your job."
- "Never wish it were easier, wish you were better." – Jim Rohn
- Leaders are pioneers: people who are willing to step out into the unknown. They are people who are willing to take risks, to innovate and experiment in order to find new and better ways of doing things.
- Leadership is so complex that you can't learn it just from a book. You can get ideas. You can open doors mentally. You can understand skill sets, but you won't acquire them and grow if you don't put them into action.
- Start moving! The sooner you plow and plant, the better your chance to see a good harvest.
- Make the transition from seeking success to striving for significance. Work for fulfillment, not finances.
- "If a man hasn't discovered something he will die for, he isn't fit to live." – Martin Luther King Jr.

What Must I Do To Lead Myself?



COMMIT TO EXCELLENCE

- Be genuinely interested in others. It keeps natural selfishness in check and purifies motives.
- Every day I read, write, think, ask questions, and file what I learn. These are the five disciplines I practice to keep improving.
- We see ourselves by our intentions. That often gives us a false impression of who we are or what we do.
- Successful people do daily what unsuccessful people do occasionally. They practice daily disciplines.
- There is a choice you have to make in everything you do. So keep in mind that in the end, the choice you make, makes you.

GOOD LEADERS CULTIVATE THEMSELVES THROUGH PERSONAL GROWTH

- You cannot harvest life's rewards without first planting seeds.
- If you are giving 50% today, you can't give 150% tomorrow! You can never give more than 100%.
- Today will never happen again, so we must make it count. Do that with every today, and tomorrow will take care of itself.
- Success comes from knowing your purpose in life, growing to your maximum potential, and sowing seeds to benefit others.
- You do not have to pay the price to grow and expand intellectually. The mind neither requires it nor demands it. If, however, you want to experience the joy of discovery and the pleasure of plowing new and fertile soil, effort is required.
- When you make the most of your abilities, tap into your passion, and develop influence, you can become a leader.
- Once you discover your strengths, you must intentionally increase your time using them.
- The better you know yourself and the truer you are to yourself, the greater your success will be as a leader.
- "It takes humility to seek feedback. It takes wisdom to understand it, analyze it, and appropriately act on it." – Stephen Covey
- I can't raise the bar for others if I haven't raised the bar for myself.

How Does Leadership Work?



WITH YOUR TEAM

- Leaders take responsibility, embrace opportunity, and follow through. They live up to their commitments and they can be counted on to finish.
- The only things you can change permanently are the hearts of the people you lead.
- The leader's passion drives everything, and the leader breathes fire into the people
- Most of the differences between average and top people can be explained in three words: "and then some." If you do your job, and then some, people will be drawn to you.
- "Tenderness and kindness are not signs of weakness and despair, but manifestations of strength and resolution." - Kahlil Gibran
- "Individual commitment to a group effort is what makes a team work, a company work, a civilization work." - Vince Lombardi
- Henry Ford said, "If everyone is moving forward together, then success takes care of itself."
- When what they must do exceeds their capabilities, the result is anxiety. When what they must do falls short of their capabilities, the result is boredom. But when the match is just right, the results can be glorious.

BE HUMBLE AND PATIENT

- When the student is ready, the teacher appears. I also believe that when the teacher is ready, the student appears.
- Ultimately, if your people can't do it without you, you haven't been successful in raising up other leaders.
- When people know why, they are better able to make decisions.
- One of the best ways to endear yourself to a leader is to be a good problem solver. It's easy to see and point out problems. It's much more difficult—and valuable—to offer and implement solutions.
- People who think they're leading but have no one following them are only taking a walk.

How Do I Resolve Conflict?



YOU'RE NOT MADE IN A CRISIS YOU'RE REVEALED

- “When a human being gets squeezed—you get what is inside—positive or negative.” – Jack Kinder
- One of the greatest gifts I can give a person is the gift of attention.
- Asking and hearing people’s opinions has a greater effect on them than telling them, “Good job.”
- Most people want their problems to be fixed without their having to face them, but that is an impossibility.
- Crisis holds the opportunity to be reborn. Difficult times can discipline us to become stronger.
- “A person with a clear purpose will make progress on even the roughest road. A person with no purpose will make no progress on even the smoothest road.” - Thomas Carlyle
- Life’s greatest rewards come from your inner self, from the choices you make, from how you decide to live under whatever circumstances you find yourself in.

EMOTIONAL CONNECTION

- People don’t care how much you know until they know how much you care.
- If you have a handle on people’s history and aspirations, you’ve gone a long way to getting to know them.
- “Vision is the world’s most desperate need. There are no hopeless situations, only people who think hopelessly.” Leaders are keepers and communicators of the vision. – Winifred Newman
- Treat people as if they were what they ought to be, and you help them become what they are capable of becoming.
- “How people treat you is their karma. How you react is yours.” – Wayne Dyers
- You may not be able to change the people around you, but you can change the people you choose to be around.

How Can I Develop Leaders?



GOOD LEADERS TAKE THE COMPLEX AND MAKE IT SIMPLE

- The first responsibility of a leader is to define reality.
- People cannot hit a hidden target. When you give someone a task, define what needs to be done as precisely as possible. People need to know what a win is.
- The person who can capture and hold attention is the person who can effectively influence human behavior.
- Your reputation and integrity are everything. Follow through on what you say you're going to do. Your credibility can only be built over time, and it is built from the history of your words and actions.
- Hold yourself to the highest possible standard. You cannot take people where you haven't been.
- "A good plan vigorously executed right now is far better than a perfect plan executed next week." - George S. Patton

ADD VALUE

- If you are a leader, your goal is to lift up your people, not have them lift you up.
- Developing leaders is perhaps the most rewarding activity you will ever engage in during your lifetime.
- When you express belief in people, it goes right to their souls. It gives them hope. It stirs their sense of purpose.
- What could I do for you that would make your job easier, make you more successful, and make the team better?
- People do what people see. I have to live it before I expect it from anyone else.
- Your goal as a leader should be to work yourself out of a job.
- Leadership is never a right. It's a privilege and a responsibility.
- "You can get anything in life you want, if you help enough people get what they want ." - Zig Ziglar