

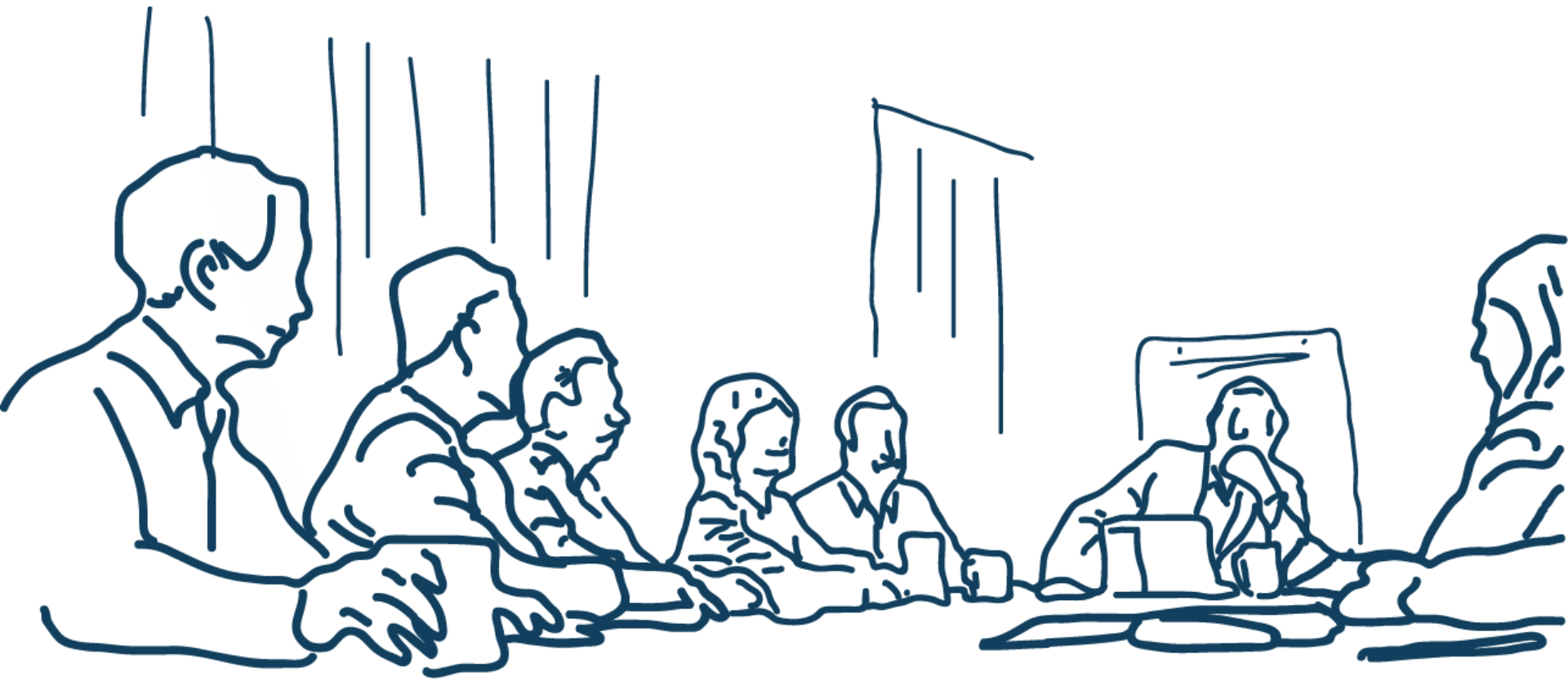
**VISTAGE**



# THE SEVEN KEY SKILLS OF SUCCESSFUL BUSINESS LEADERS

JOHN HOLDEN  
Vistage Chair

**VISTAGE**



WHAT ARE THE KEY SKILLS OF  
SUCCESSFUL BUSINESS LEADERS?

# SEVEN KEY SKILLS OF A SUCCESSFUL BUSINESS LEADER



1. Inspiring a shared vision



2. Leading and letting others manage



3. Knowing your numbers



4. Having and keeping the right people



5. Creating and retaining customer loyalty

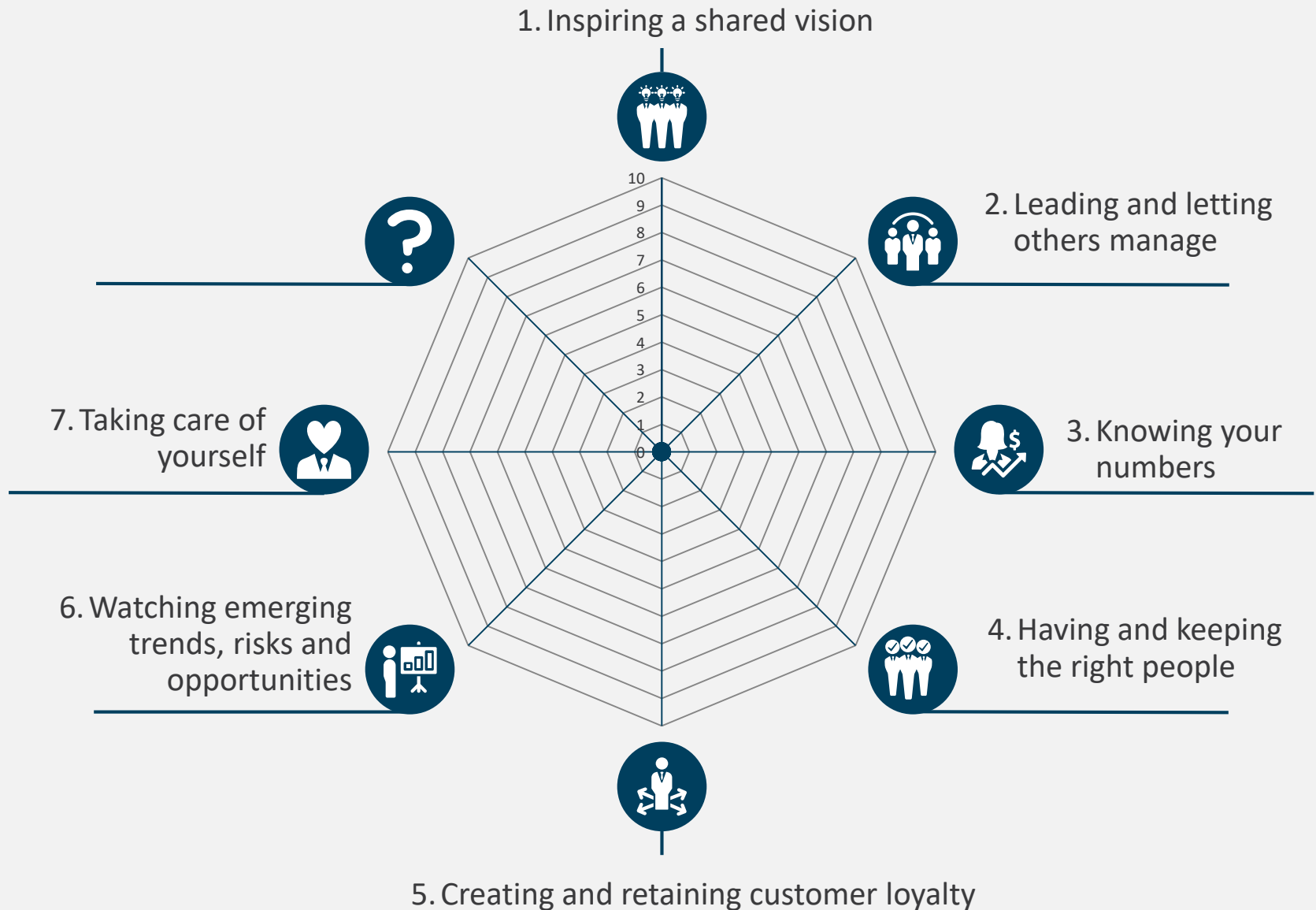


6. Watching emerging trends, risks and opportunities

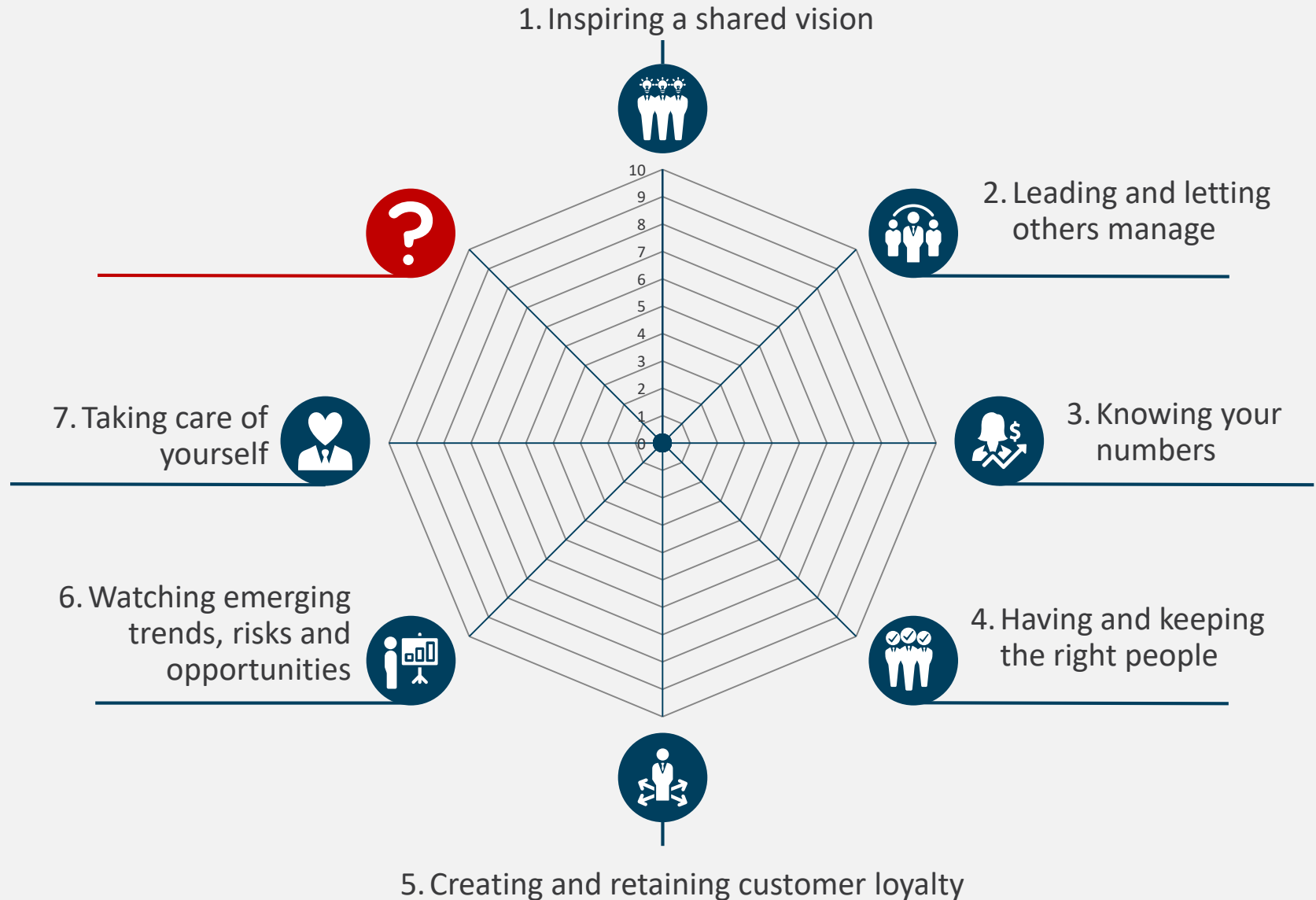


7. Taking care of yourself

# SEVEN KEY SKILLS OF A SUCCESSFUL BUSINESS LEADER



# IN YOUR VIEW, WHAT NEEDS TO BE ADDED - YOUR NUMBER 8 ?



# AS WE GO THROUGH - SCORE YOURSELF FROM 0 TO 10

1. Inspiring a shared vision



10

9

8

7

6

5

4

3

2

1

0



2. Leading and letting others manage

7. Taking care of yourself



3. Knowing your numbers

6. Watching emerging trends, risks and opportunities



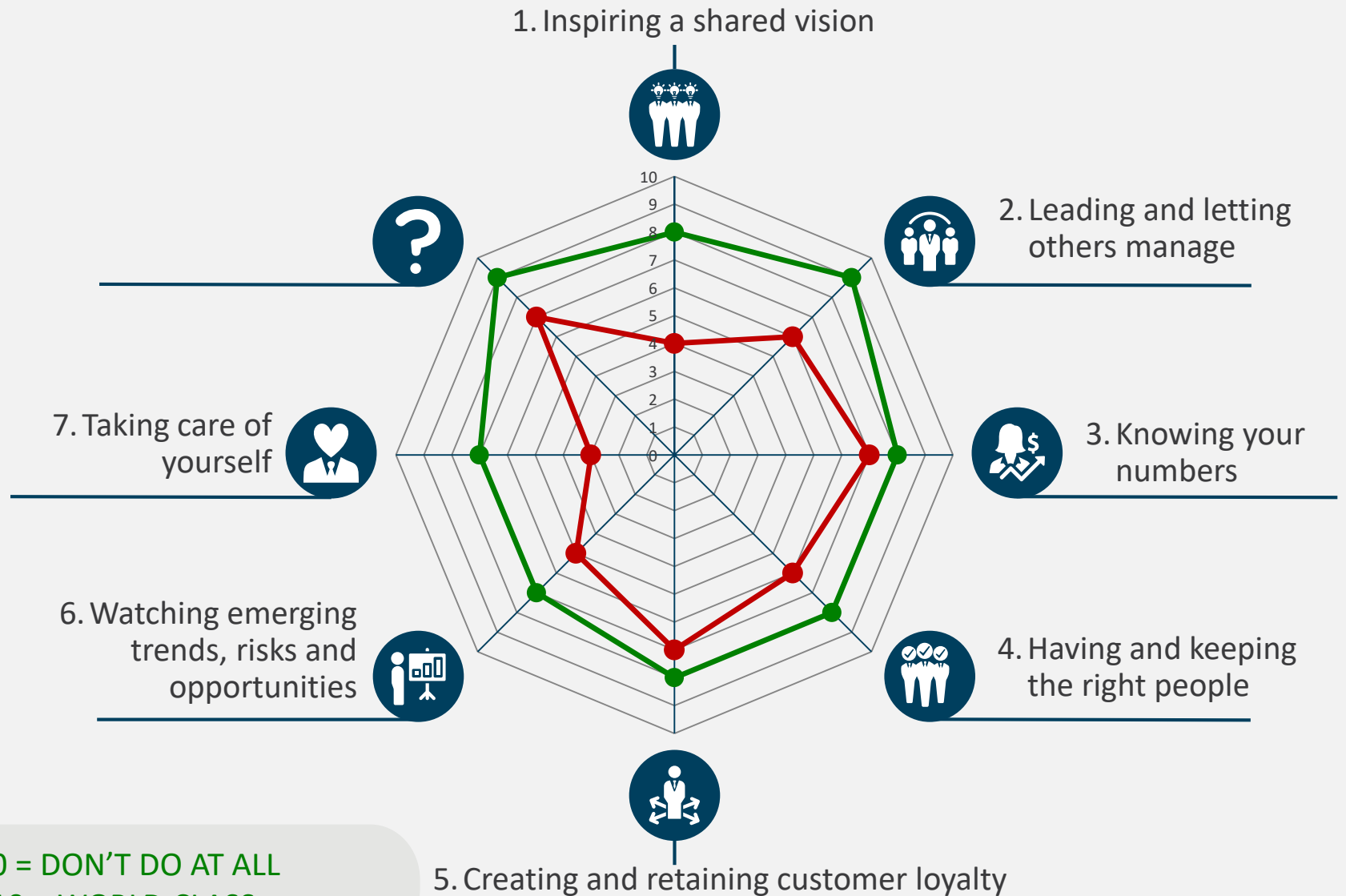
4. Having and keeping the right people



5. Creating and retaining customer loyalty

0 = DON'T DO AT ALL  
10 = WORLD CLASS

# AND IN GREEN MARK WHERE YOU WOULD LIKE TO BE IN 6 MONTHS



0 = DON'T DO AT ALL  
10 = WORLD CLASS



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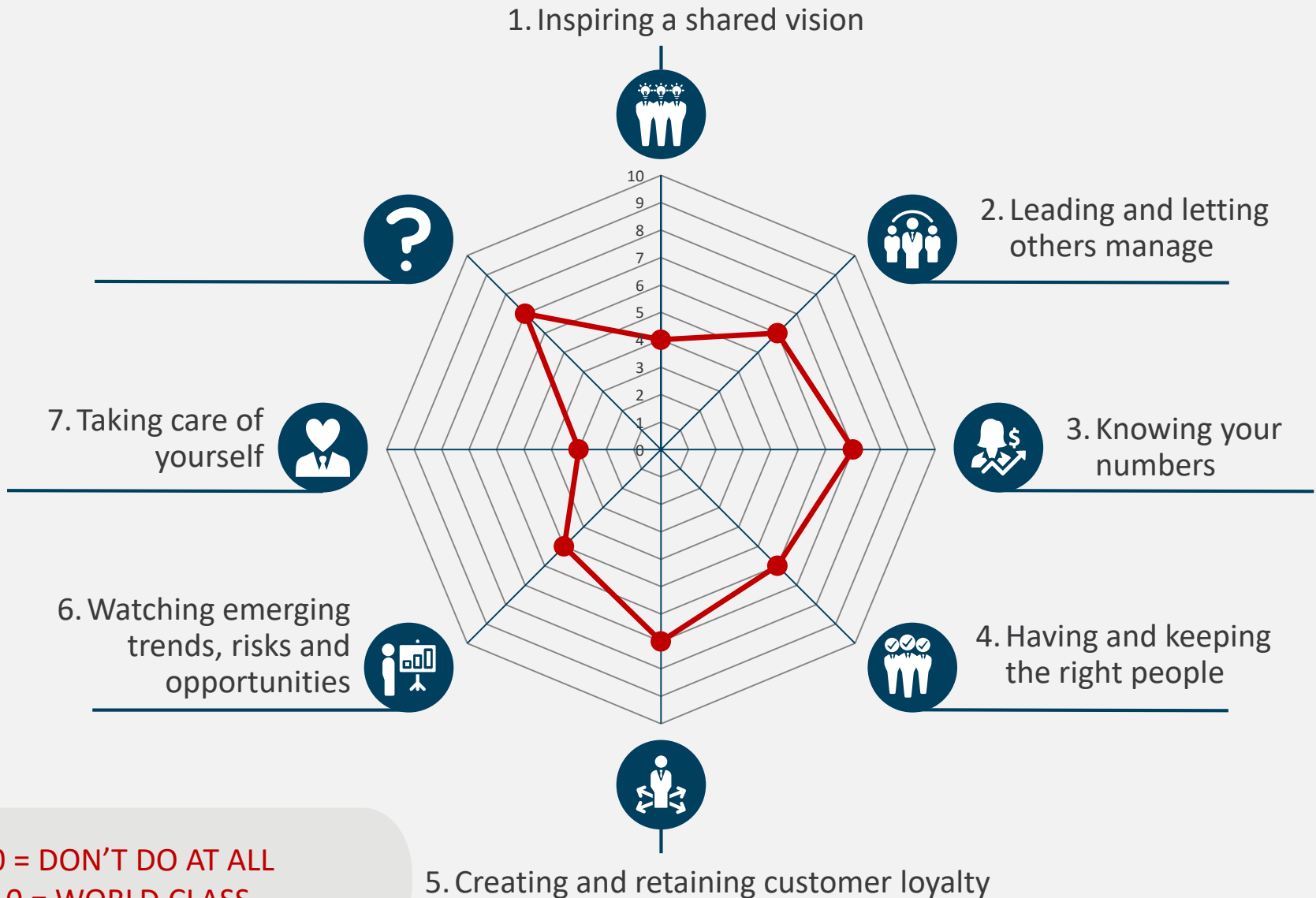


## 7. Taking care of yourself



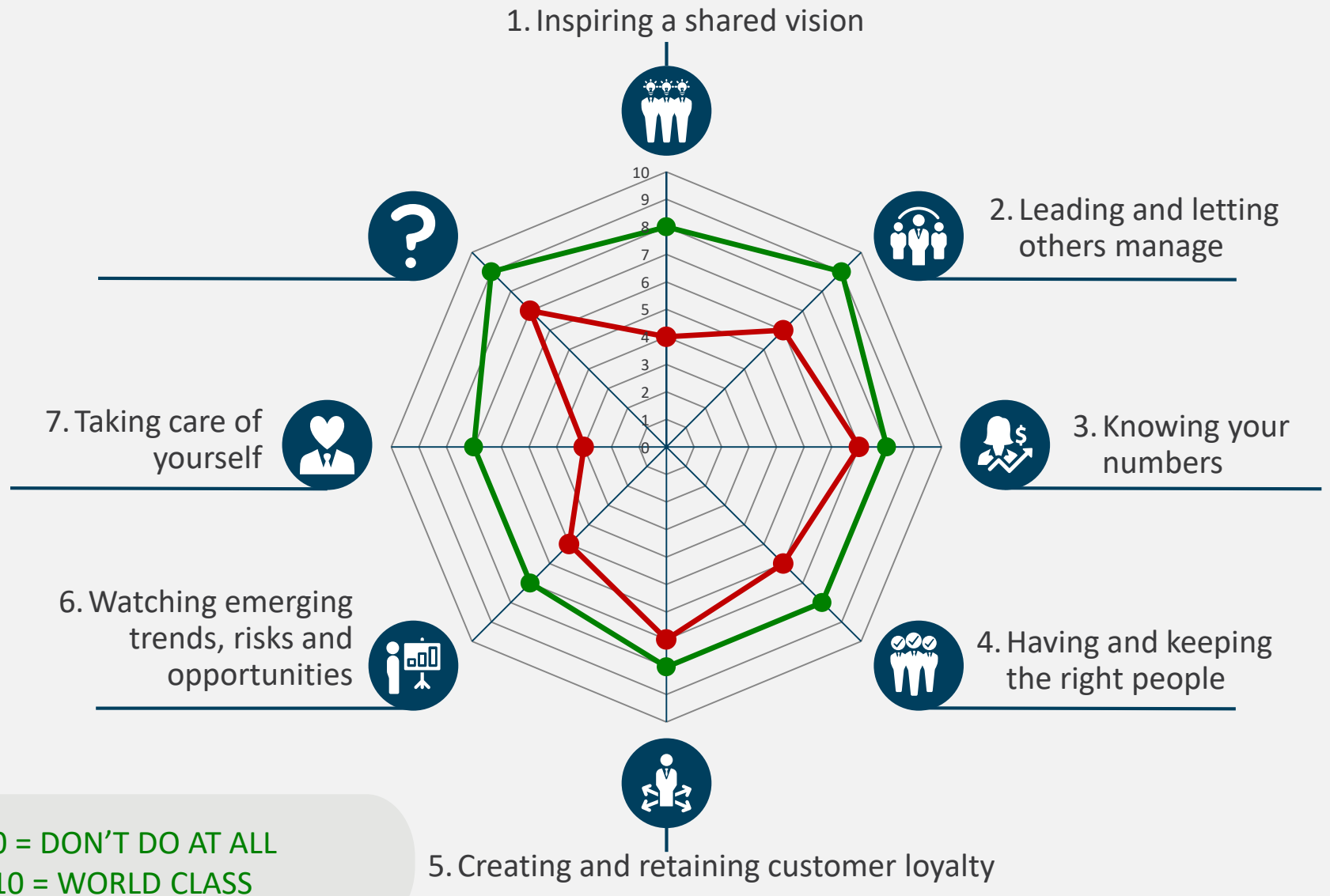
**Have a vision that is clear, inspirational and understood by all.**

# REMINDER - SCORE YOURSELF FROM 0 TO 10 – DRAW YOUR CHART



0 = DON'T DO AT ALL  
10 = WORLD CLASS

# WHERE YOU WOULD LIKE TO BE **IN GREEN**



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**I work ON the  
business rather than  
IN the business**

# COMPREHENSIVE RESEARCH SHOWS WHAT PEOPLE WANT FROM THEIR LEADERS



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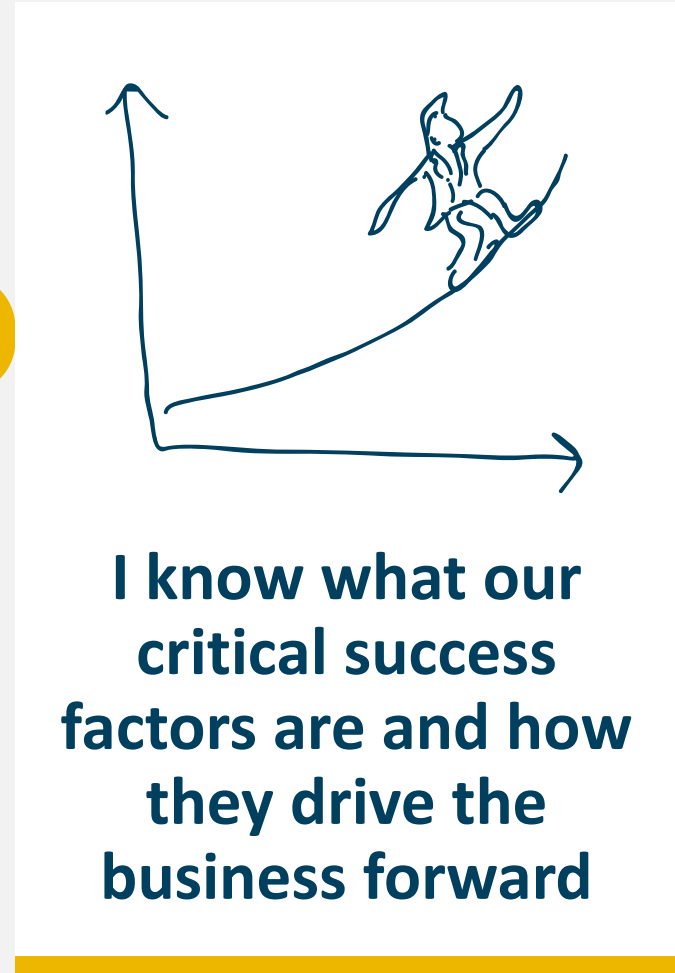
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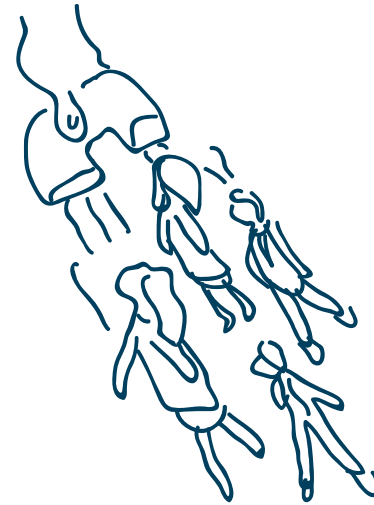
5. Creating and retaining customer loyalty



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**I know how to attract, retain and develop the talent we need to achieve our goals**



# DO YOU KNOW HOW ENGAGED YOUR STAFF REALLY ARE?

GALLUP®

1

I have the materials and equipment to do my work right

2

I know what is expected of me at work

3

At work I have the opportunity to do what I do best everyday

4

In the last 7 days I have received recognition or praise for doing good work

5

My supervisor or someone at work seems to care about me as a person

6

There is someone at work who encourages my development

7

At work my opinions seem to count

8

The mission or purpose of my company makes me feel my job is important

9

My associates or fellow employees are committed to doing quality work

10

I have a best/good friend at work

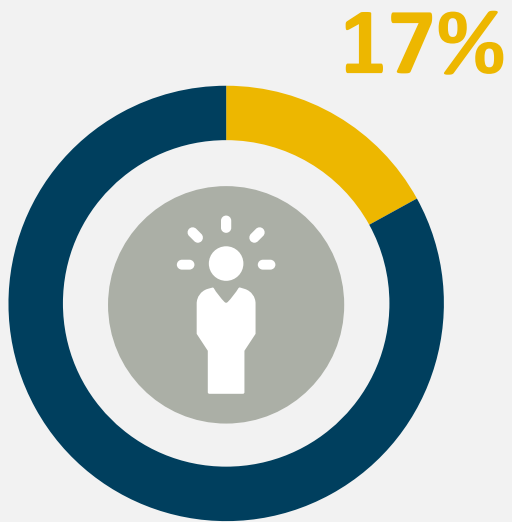
11

In the last 6 months, someone at work has talked to me about my progress

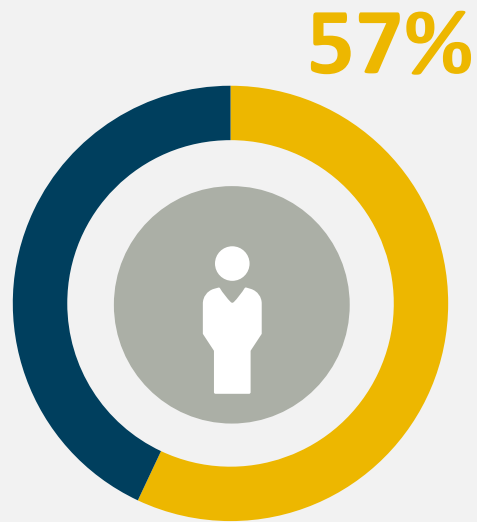
12

In this last year, I have had opportunities to learn and grow at work

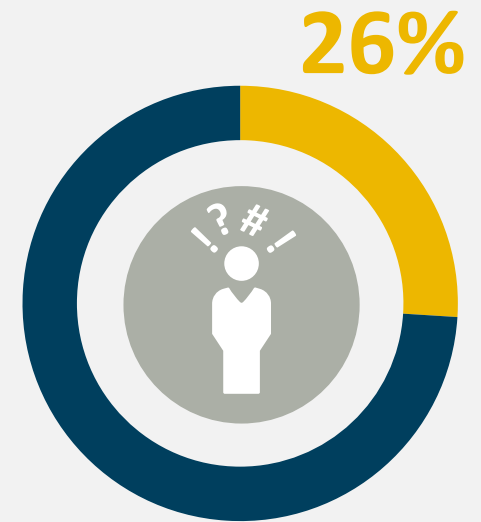
# WHAT PERCENTAGE OF PEOPLE DO YOU THINK ARE...



...ENGAGED?



...NOT ENGAGED?



...ACTIVELY  
DISENGAGED?

# WHAT REALLY MOTIVATES PEOPLE?



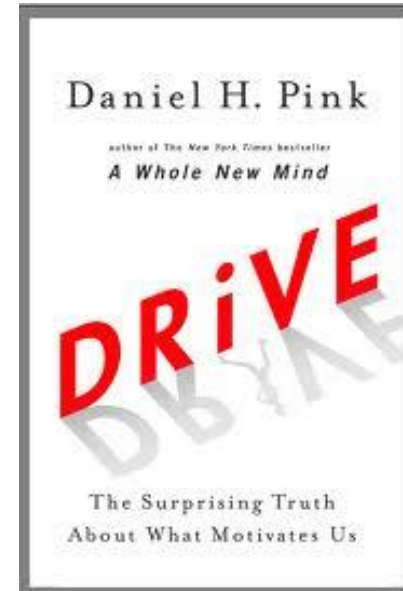
Autonomy



Mastery



Purpose



Google:  
Dan Pink YouTube

# SEVEN KEY SKILLS OF A SUCCESSFUL BUSINESS LEADER

-  1. Inspiring a shared vision
-  2. Leading and letting others manage
-  3. Knowing your numbers
-  4. Having and keeping the right people
-  **5. Creating and retaining customer loyalty**
-  6. Watching emerging trends, risks and opportunities
-  7. Taking care of yourself



**Our customers trust us, and like the way we treat them**

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**I look actively at 'what's coming' and take action to create a better future**

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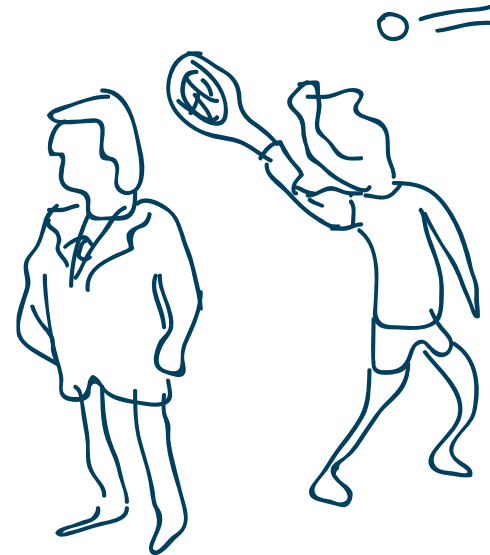
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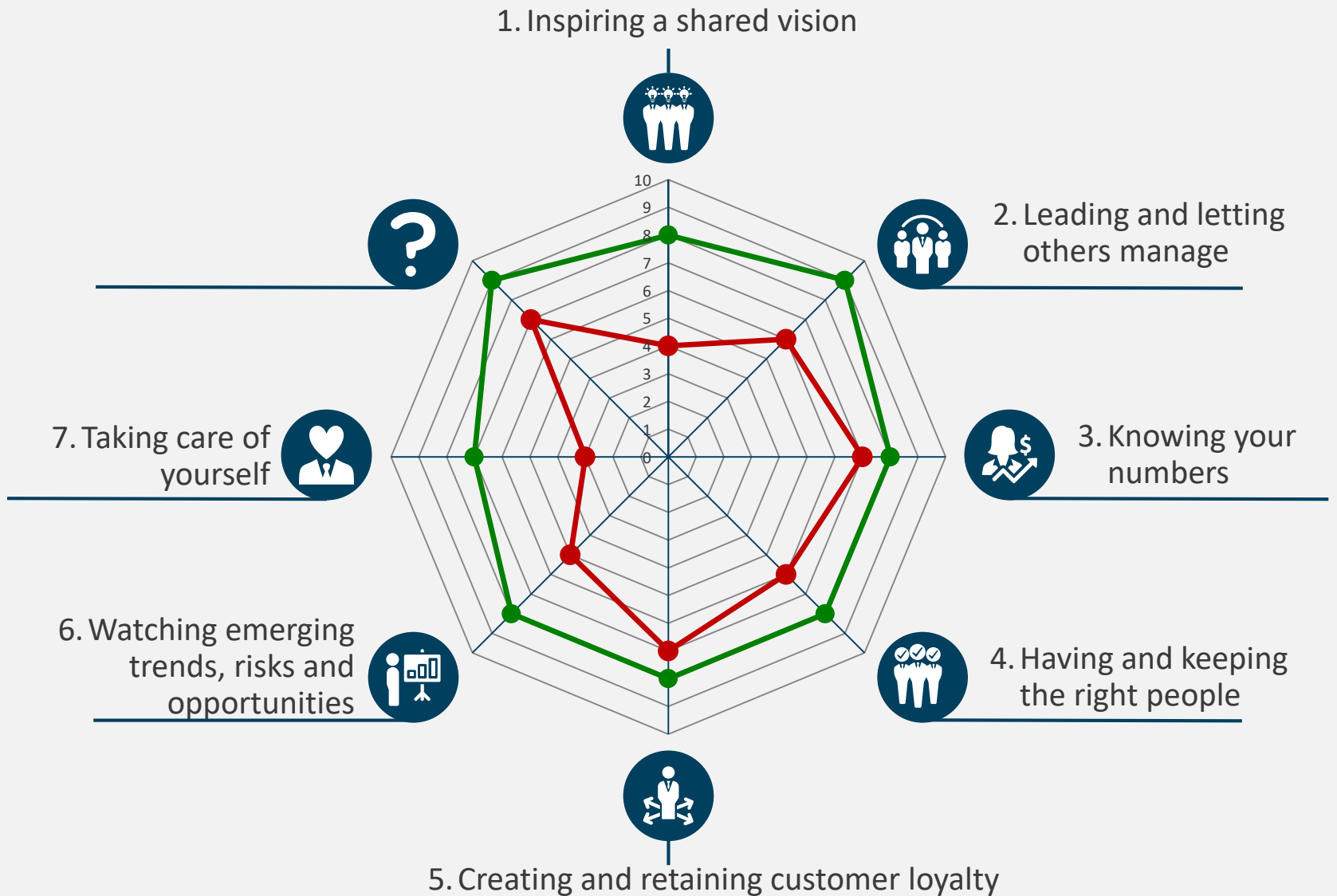


7. Taking care of yourself



**I achieve the right  
blend of work  
and personal life**

# SO WHICH KEY SKILLS NEED SOME FOCUS, DEVELOPMENT?



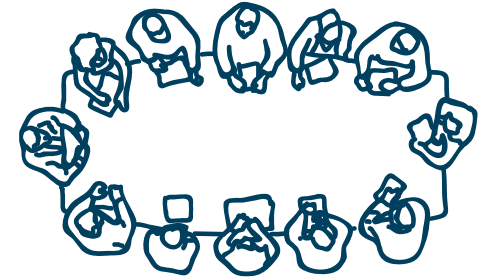
# LET'S LOOK AT OUR GROUP SCORES...



**What is your smallest gap?**



**What is your largest gap?**



**Who around the table has skills you can learn from?**



**How can you contribute to the group from your skill bank?**



**Look at the variety of experiences, knowledge and battle scars around the room**



## THE ACTIONS I **WILL** TAKE TO IMPROVE MY KEY SKILLS ARE...

1.

---

BY

---

2.

---

BY

---

3.

---

BY

---

**VISTAGE**