

# Glen E. Klassen

## "ANYTHING IS POSSIBLE"

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### TOP Three Qualities of a Heart-Centered Leader

Take a few minutes as you read each characteristic to look deep within. Ask yourself the following questions at each juncture.

- As a leader do I carry this trait?
- How does it show up in my life?
- How can I incorporate MORE of this substance in my role as a frontrunner?

**AWARENESS** – This is a fundamental leadership requirement. It is developed by asking ourselves questions as to why we choose to take a particular course of action or decide to respond in a certain way.

Often, people will choose to do something without fully appreciating the reason(s) for doing it. A good habit to develop is to pause and consider the courses of action that appear available in order to evaluate the best possible outcome. This is especially important when the potential exists for consequences beyond the obvious.

When we have already made decisions, a useful exercise is to review the reasons for those choices and ask ourselves if better ones could have been made. Next, it is beneficial to communicate to those we are in leadership over the reasons for our decisions including why some of them weren't the best. They should understand the framework used for making a decision. This way, they will be able to incorporate that context when implementing it in their areas of responsibility.

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**GRATITUDE** – Practicing gratitude makes limitless thinking conceivable. By cultivating gratitude as our normal attitude, we expand our internal sense of what is possible regardless of seeming obstacles.



Everything worth pursuing has obstacles. Therefore, it is important to bolster our assurance of overcoming them. Heartfelt gratitude for all manner of things increases our joy and sense of well-being. This translates into changes in our body that boosts its energy levels. In turn, we experience a greater capacity to take on difficult tasks and not be easily distressed or discouraged. It also empowers us to see good where before we only saw loss or disappointment.

Gratitude increases the ability to enjoy life regardless of the circumstances. Focusing on gratitude heightens our awareness and magnetizes our capacity to attract new people into our lives. People inherently crave appreciation and respond well to it. A leader who radiates gratitude personally and throughout his or her business will enjoy the fruits of expansion. This is a vital quality for a leader, for it's the people, employees, and customers in a business that ensure its long-term success.

**COURAGE** – Every leader needs to make decisions based on the courage to make right decisions for the right reasons.



Decisions based on fear, convenience, and comfort will always lead to a less than excellent outcome. Indeed, these increase the likelihood of a very bad outcome.

Weak courage is susceptible to taking what appears to be the easy route. I say “appears” because more often than not, it turns out to be the hardest in the long-term.

A high value for truth will compel a courageous decision when there are pressures to compromise. When one is in a tough place, that is not the time to try to develop that kind of character. A person’s character—one that consistently demonstrates the courage to make decisions based on truth and excellence—needs to have been forged beforehand.

Acting with courage will result in us being able to look in the mirror and respect ourselves. Just as important, others—including employees and customers—will return that respect and reward accordingly.

**The time is now to get to the next level! Are you ready?**