

1. Record Nr.	UNINA9910969692003321
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Titolo	Reaching the heart of leadership : lessons learned, insights gained, actions taken // Avis Glaze
Pubbl/distr/stampa	Thousand Oaks : , : Corwin, , 2018
ISBN	9781071801000 1071801007 9781506325316 1506325319 9781506325330 1506325335
Descrizione fisica	1 online resource (133 pages) : illustrations
Collana	Corwin Impact Leadership Series
Disciplina	371.2
Soggetti	Educational leadership Educational leadership - Moral and ethical aspects Motivation in education
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"A Joint publication."
Nota di bibliografia	Includes bibliographical references (pages 117-124) and index.
Sommario/riassunto	Refine your leadership effectiveness and expand your leadership legacy! Whether you're an aspiring leader, or you consider yourself a veteran searching for a fresh perspective, leadership in an age of disruption, expectation, and exploding demands is challenging. In addition to wise applications of power, this small, yet robust, book focuses on the duty leaders face to forge and strengthen bonds of trust. Designed to ignite your intellectual curiosity, the author coaches leaders on: • Honing the dispositions and interpersonal competencies necessary for leadership effectiveness • Strengthening self-regard and attitudes toward others • Developing a strong sense of human rights and orientation to equity Well suited for any organizational setting, the ideas and action steps offered in Reaching the Heart of Leadership aim to re-ignite the passion and determination in individuals who continue to make a difference in the lives of those serve. "Avis Glaze's views on

leadership are unique and powerful for one main reason. She puts things together that people don't usually think are compatible, thereby reaching new heights and depths of insight and efficacy. She combines empathy and determination; respect and candour; high expectations and persistent patience. The bottom line is as close to 100% success as possible, with every percentage point below 100 unacceptable. Accordingly, *Reaching the Heart of Leadership* is chock full of unusual insights. For each chapter there are lessons learned, and action steps to be taken, but understand that none of this is about slogans, and all of it has been tested and learned through hard practice. Avis does wear her heart on her sleeve; but also she wears it in every action relationship she encounters. For Avis, every value is a competency and every competency is a value. Read this book and be inspired to be the best leader you can ever be." Michael Fullan, Professor Emeritus OISE/University of Toronto, Ontario, Canada

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