



Table of Contents

The Foundation of Successful Club Operations	1
The Necessity of Unimpeded Communications Infographic	2
Remarkable Service Infrastructure Infographic	3
Service-Based Leadership.....	3
Leadership and Relationships.....	4
Building Strong Relationships	5
Becoming a Service-Based Leader	6
Leadership Growth and Adaptation.....	7
How Consistent is Your Organization’s Leadership?	9
Managerial Malpractice.....	10
Leadership Development – The Foundation of Personal and Professional Success	12
Developing A Leadership Plan.....	12
Getting to Work	13
Last Thoughts.....	14