

Leading with Excellence For Work & Life

Leadership excellence isn't about perfection or having all the answers. It is about how you show up, how you respond to challenges, how you treat people and the standards you consistently bring to your work.

What Leading with Excellence Looks Like

Take Ownership
Pay Attention to the Experience
Lead Through Challenges
Create the Conditions for Others to Succeed
Set the Standard Through Consistency

Why It Matters

- ✓ Builds trust and credibility
- ✓ Encourages ownership and accountability
- ✓ Creates stronger team experiences
- ✓ Improves communication and problem-solving
- ✓ Helps people understand the value of their contribution
- ✓ Creates consistency in how an organization operates
- ✓ Develops leadership beyond formal titles

How Disney Exemplifies These Skills

Disney provides an interesting example of how leadership, service, culture and operational standards can work together to shape an experience. It's about recognizing that every interaction contributes to someone's experience and that organizational culture is shaped by what people consistently do.

Final Thoughts from London

"Leading with excellence is about being intentional, taking ownership, and creating an experience that helps the people around you succeed."



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