Executive quick reference

A one-page guide for chiefs, executives and command staff

C / CULTURE

What do employees experience through what we model, reward, correct and tolerate?

O / OWNERSHIP

What can I change, what must we share or escalate, and who tracks the result?

R / RESPONSE

When concerns arise, do we listen before assuming, support appropriately and maintain standards?

E / EXAMPLE

What would my team learn from the leadership behavior I demonstrated this week?

THE FIVE-STEP LEADERSHIP RESPONSE

NOTICE → ASK → LISTEN → CONNECT → FOLLOW UP

Work from observable facts. Respect privacy limits. Follow policy and appropriate support routes.

Executive question: Will employees experience a different response because of my leadership?