



HANDOUT

3.3. Leadership Envelopes

Questions to help identify how leadership principles can be applied to on-the-job decisions and behaviours

How do they organize their business, how do they make decisions?

How do they relate to their customers?

How do they improve their business?

How do they identify new possibilities?

How do they raise the performance of their employees?

How do they coach their colleagues?

How do they speak/listen/treat others (customers, employees)?

What do they do when they do not agree with someone?