

# Secrets of Remarkable LEADERS

## THEY CARE

Remarkable leaders are caring individuals. They care about people, they care about the quality of their work, and they care about their organisations. Employees usually join or leave an organisation primarily because of the quality of leadership.

## THEY ARE HUMAN

Remarkable leaders are humans. This may seem like an obvious statement but what is implied here is that, remarkable leaders are flexible and genuine individuals. They are decent, good and upstanding citizens. They are not rigid corporate machines. When you speak to these individuals they actually listen and treat you like a person. People love people, and if you want your organisation to be a remarkable one, make sure that your leaders are human - this means that they actually show respect and caring towards their fellow man.

## THEY ARE TEAM PLAYERS

Remarkable leaders are team players. It's not about attaining total glory for themselves but attaining success for everybody. Remarkable leaders understand how to create successful teams and know how to grow and nurture these teams. In the future organisations will work predominantly with cross functional teams and so it is essential that there are leaders that know how to grow and nurture these units.

## THEY ARE VALUES DRIVEN

Remarkable leaders understand what value is. They understand that their actions and the actions of their teammates will either create or detract value from the organisation. So they undertake to ensure that all actions are value driven and that they create value for everyone. Remarkable leaders also understand the importance of consistency in creating value driven environments. So they themselves act in accordance with positive values and as a result create positivity and value around them.

## THEY ARE FLEXIBLE

Remarkable leaders are flexible and adaptive. They understand that the market as well as the nature of the modern organisation is one that requires you to adapt to chaos and uncertainty. Remarkable leaders do not get phased by this fact. Instead, they work to an understanding of the current reality and adapt themselves to it. They understand that flexibility and adaptability are now the names of the game. Remarkable leaders use positive energy and drive in adapting and being flexible in the new realities of business and life.

## THEY ARE CLEAR ABOUT DIRECTION

Remarkable leaders have crystal clear vision. They know where they want to go and make it very clear, the roles and responsibilities as well as the goals and objectives and associated timelines that need to be taken into consideration in order to achieve the vision. That is not to say that remarkable leaders are closed to the views of their team. Rather remarkable leaders aim to take everybody's opinion and views into consideration when crafting the direction. That said, once the direction is clarified they have the integrity and commitment to follow through on their direction.

## THEY SHARE REWARDS

Remarkable leaders share credit and rewards. They are not interested in just promoting themselves whilst pulling their fellow team members down and taking credit for their team members work. Remarkable leaders will create more remarkable leaders. Their interest is in the value that is generated for the total team and for the organisation as a whole. They understand that by sharing rewards and giving credit where credit is due they will promote themselves and their team and their organisation even further.

## THEY ARE A LIGHT

Remarkable leaders are positive, solution oriented individuals. They spread positive energy wherever they go. Their interest is in finding solutions to the challengers ahead. They are a light not a judge. What this means is that they are part of the solution not part of the problem. They use their reason, objectivity, creativity, judgement and drive to get the results they seek. But no matter what the challenge is - they use positive energy to get the results. They always follow the golden rule.

## THEY ARE CREATIVE & FUTURE THINKERS

Remarkable leaders are creative and future oriented. They understand that the best way to predict the future is to create, invent and build it. They value innovation and the power it has to propel individuals and organisations ahead of others. They understand that in order to be innovative one needs to adopt a whole new set of skills.

# CEXINO

C U S T O M E R   E X P E R I E N C E   I N N O V A T I O N

## About CEXINO

**CEXINO CONSULTING OFFERS A WIDE RANGE OF PRODUCTS AND SERVICES IN THE FIELDS OF:**

- ✓ CUSTOMER EXPERIENCE STRATEGY, DESIGN & MANAGEMENT
- ✓ INNOVATION LEADERSHIP, MANAGEMENT, STRATEGY & ENABLEMENT
- ✓ CREATIVITY IN BUSINESS, STRATEGY & ENABLEMENT
- ✓ TEAM BUILDING, COACHING, COLLABORATION AND TRANSFORMATION

**CEXINO OFFERS:**

- ✓ WORKSHOPS
- ✓ FACILITATION
- ✓ TRAINING
- ✓ COACHING
- ✓ CONSULTING
- ✓ CUSTOMIZED TOOLKITS & VALUE PROPOSITIONS
- ✓ SPEAKING INTERVENTIONS

PLEASE FEEL FREE TO CONTACT **CEXINO CONSULTING** TO HELP YOU IMPROVE YOUR CUSTOMER EXPERIENCE INNOVATION.

## Contact Details

**ZWI FAINBERG**  
**CEO**

- ☎ 084 555 9581
- ✉ [ZWIF@CEXINO.COM](mailto:ZWIF@CEXINO.COM)
- 🌐 [HTTP://WWW.CEXINO.COM](http://www.cexino.com)
- 💻 CONTACT CEXINO1 ON SKYPE

## About Zwi



Born in Israel in 1980. Immigrated to South Africa in 1989. Studied at Rand Afrikaans University and graduated with Honors in Information Science with majors in Strategic Management, Knowledge Management, Information Management, Web and Intranet Management. Worked at First National Bank as an Innovation, Customer Experience, Strategy, Project and Change Manager and subsequently moved to Absa Barclays Bank where I worked in the fields of Business Intelligence and Innovation Management. During my experiences I attended many seminars, workshops and courses in the fields of innovation, creativity, coaching, leadership, facilitation, strategy, change, communications and project management. I am a qualified personal and life coach and love to work with people and help them solve problems and overcome challenges.