



Leadership Indifference
ExchangeEveryDay June 3, 2010

In his book, **Leading without Power: Finding Hope in Serving Community** (New York: Jossey Bass, 2003), Max De Pree tells a story about an incident at a West Michigan Whitecaps baseball team:

"At a game in the summer of 1995 one of the Whitecaps players hit a sharp ground ball to the opposing shortstop who was unable to get the ball out of his glove, and the runner was safe at first. The shortstop, apparently feeling morose about his error, begins to walk slowly toward the mound to hand the pitcher the ball when the runner took off for second. The second baseman hadn't bothered to go over to cover the bag, and the runner was easily safe. After a few minutes the official scorer, not knowing exactly how to score the play, announced over the public address system that he had decided to write off the second error to 'defensive indifference'."

De Pree told this story to ask how many errors in organizations are due to "leadership indifference." How often do leaders, so focused on their outward responsibilities, fail to see problems brewing within? Maybe the organization has become lax about customer service, or maybe some members of the team have become more focused on putting time in than accomplishing results. According to De Pree, leaders need to be continually vigilant to performance of all parts of the organization.

2010 PIR

The deadline for submission of the 2009-2010 PIR is Tuesday, August 31, 2010.

10 Laws of Enduring Success

Maria Bartiromo, as the host of key CNBC and **Wall Street Journal** financial news programs, has observed businesses rise and fall close up. And, she has had opportunities to interact with the leaders of these companies. From her firsthand observations she developed the book, **The Ten Laws of Enduring Success** (New York: Crown Business, 2010). These are the laws she elaborates in the book:

1. Self-knowledge — Listen to your heart
2. Vision — Plant your dreams on solid ground
3. Initiative — Keep rattling the cage
4. Courage — Be bold, smart, and fair
5. Integrity — Do the right thing
6. Adaptability — Stay open to change
7. Humility — Hold on to your humanity
8. Endurance — Build your stamina
9. Purpose — Know what matters most
10. Resilience - Get up and move on

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