



LUMEN CEO KATE JOHNSON

WITH HOST DON YAEGER

Don's favorite quotes from the episode:

- Going from bad to good to great to the greatest of all time requires the ability to take feedback on how you are performing today. Do not think about it as a criticism, but as the unlock to get to the next level.
- The old Corporate America structure expected leaders to be the smartest ones in the room, mastering their business and answering every question as if they had always known the answer. Instead of valuing "know-it-all" leaders, I am more interested in "learn-it-all" leaders who are curious and collaborative in their thinking.
- True leadership is about the effort to "get it right" instead of just aiming to "be right."
- Empathy has three components:
 - Proximity: Get close to the problems of your people if you want to know what they are experiencing.
 - Narrative: Telling stories of your customers is critical.
 - Hope: Paint the picture of what it will look like if you are successful.

Reflection Questions: Kate said, "People are most vulnerable while they are learning." Is there something that you can schedule to learn together as a team?

In moments of transition consider this question from Kate: What do you think about our new mission? Ask the executives, managers, and directors to get the full story. What response did you get?

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