



IBM Center for
The Business of Government

Changing Times for Federal Workers: Eleven Leadership Lessons

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Changing Times for Federal Workers



- Effective leaders first gain an understanding of the context of their organization.
- Understanding the context of the organization includes knowing the mission, stakeholders, constraints, and the political environment.
- Some lessons from observing effective agency heads.

11 Leadership Lessons

1. Use different leadership styles.
2. Define and focus on your goals and objectives.
3. Articulate a strategy for moving forward.
4. Engage employees.
5. Put customers first.
6. Involve key stakeholders.

11 Leadership Lessons (cont'd)

7. Seize the moment.
8. Communicate, communicate, communicate.
9. Create alignment.
10. Expected the unexpected.
11. “Stick with it.”

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