

# DONE RIGHT QUOTES FROM ALEX SHOOTMAN

“The culture of most organizations is that every task needs 100 percent effort. Wrong. Every task needs 100 percent completion. When you’re 99 percent of the way there, all you need is an extra 1 percent to sign off a job as complete, not an extra 10 percent or more.”

“Start by being a better listener: a more empathetic leader. Listen with the intent to understand rather than reply...this applies whether you’re talking with coworkers, customers, or your financial stakeholders.”

“Accept that if you strive for the extraordinary, you will not always succeed. But also accept that you don’t become great at getting extraordinary work done by avoiding risk, surprises, or mistakes.”

“The engine of modern work is a human being, and the fuel of that engine is motivation.”

“As a leader, you can try to resist the forces pushing your organization to change. Or you can adopt a leadership style that reflects a generational preference for a more open and egalitarian business culture. It’s not only the tone of your leadership, but your practical decisions that will make the difference.”

“Leadership is about human interaction and, at its most noble, helping people achieve the extraordinary.”