

I thought the approach Dick Nettel took in order to find out what his colleagues were experiencing was astounding. He actually spent time with people and listened to them. He also conveyed to the team that he was with the company because he wanted to be. People who want to be in a place and want to do their job will tend to resonate enthusiasm, excitement, confidence, and the spark the interest and curiosity of others. I also appreciated that he spent time every day with the team. Claire Owen demonstrated that she cared about the company, the team, and customers. She set standards and expectations that were expected to be upheld by each individual. Once expectations are established and goals have been set, it becomes clear to the team how they must conduct themselves, and how they must run a successful business. Recognition is important to everyone. People need to know they are being recognized for what they do. The weekly meetings, town hall meetings, and celebrating members of the team are all great and creative ideas to keep the ball rolling. Keeping the team informed is essential in keeping the team consistently focused on the same goals. From the five practices of exemplary leadership, I believe challenge the process is the foundation; without it, the team gets in a rut, which degrades the delivery of quality processes and customer service. The concept of model the way is also cardinal, if the leader doesn't walk the talk, the rest of the team won't either. Inspire a shared vision is key to effective enthusiastic teams that are striving to move forward. By allowing others to act, we enable them to do what they do best, which promotes feelings of empowerment. Leadership must encourage the heart. Everyone should definitely have heart in what they are doing in life, otherwise, the team is just going through the motions therefore becoming apathetic. Honesty is detrimental, it definitely adds credibility to all that we do and what we are trying to accomplish. One must be able to trust leaders that they are following.

The article, "Securing the Right to Learn", was insightful as well as appalling. Leadership, attitude, and fortitude are definitely lacking. Each and every person in our society should all be afforded an equal educational opportunity. I believe we lack the leadership in education because these people are being kept out of the loop. They are not being provided the tools they need to make informed decisions about their future. I believe, for most people, they pursue what they know. If they do not receive the basic information, they will not even have a clue that it exists. How are people able to move ahead when they don't even have the basics? I am just amazed that anyone in our society thinks this situation is acceptable, even for a minute.

I don't believe that placing people in prison cells and beating them down for the rest of their lives is the venue that is to be followed by our society. We should not be placing people in facilities and housing them because of mistakes or moments of poor choices. The justice system is definitely out of control as evidenced by the number of prisoners in the United States outnumbering other societies. I believe many people are in prison for reasons that education and leadership could alleviate. When I think of prisoners paying for crimes committed, I think of those who have murdered, raped, and embezzled. Prevention should outweigh punishment.