



It is always interesting where we learn, or in my case, relearn leadership principles. Last week I had the opportunity to go to Rye Brook, NY to do a training program for the executives of Broadview Networks, a large telecom with offices in six northeastern states. I flew into LaGuardia where the company had arranged for a driver to pick me up (not a limo, but a little nicer than the average taxi!).

The young man, 35 plus or minus, driving the car was well dressed, cordial and very professional. I was thinking he is probably too old to be a college student with a part-time job and too young to be retired from another job. Who knows, maybe he is doing this between a career change.

He asked me if I knew the way to my destination, an office building about 45 minutes from the airport. I said no, that it was my first visit. He responded quickly, "No problem". He took out his laptop computer and placed it on the arm rest, flipped it open and called up his map software linked to the GPS on the windshield. He typed in the address and away we went. I was impressed and said that his company is really on the cutting edge that they would provide all their cars with a computer to help get their customers to their destination in the most efficient manner. He replied, "Oh, they don't give us these, I bought this myself. My goal is to be an owner-operator someday and I figure you have to be willing to invest in yourself if you are going to get ahead. Although I work for the company, I look at this as working for myself as I am in effect building my own business. By giving the best customer service I can, I am hoping that people like you will ask for me in the future and when I become an owner operator I am going to do okay for myself. Here is my card and by the way, would you like to listen to music or the news? Or, if you want some peace and quiet, today's *Wall Street Journal* and *Sports Illustrated* are in the side pocket."

His name is Kenneth Drummond and the phone number is 1-800-825-3767. His business card reads "CHARIOTS OF FIRE". If you are ever up that way and need transportation, give him a call. Now, as a coach would say, "Let's break this play down and see what we did right, so we can execute it the same way next time". My challenge to you is to identify at least five leadership characteristics and a couple other interesting points. Also, I'm ashamed to say, I relearned an important leadership principle. Guess what it is and you can take Sunday off!

Please e-mail me your responses and I will compile a synopsis and send it back to you in a week or so. [\[See synopsis of responses.\]](#) My other challenge for you is to be on the lookout during the coming weeks and be aware of ordinary people doing extraordinary things. We can learn valuable lessons about leadership by closely observing individuals "doing their thing". It could be a teacher, police officer, store clerk, waiter or a bank teller. So often we want to read the latest book of some leadership guru, or go to a conference where we hear the latest research. In fact some great leadership lessons can be learned in the next office, or down the street or in our home.

Bottled water follow-up

The response to last month's "bottled water" challenge was tremendous. I sent an overview of the responses to those who responded. If you would like to see it, [click here](#).

I encourage your response to these thoughts. farlgroup@aol.com

Have a great day!

Please forward this on or send us the e-mail addresses of co-workers, friends or family members who might enjoy a monthly leadership thought.

If you would like to see past *Leadership Insights*, please [click here](#).