

**Soaring with your Influence :**  
**From Sceptics to Believers /**  
**Choosing your Path :**  
**From Thinking Small to Thinking Big**

Mercy Corrales  
Former Regional President for Asia,  
Starbucks Corporation

My leadership belief: Leadership is about people. “Lead from the heart. Listen to their voices. Put yourself in their shoes. Help them achieve their dreams. “

**“One sees clearly with the heart. What is essential is invisible to the eyes”.** From The Little Prince



# Leading from the heart....It starts with having a sense of purpose bigger than yourself and the courage to check in your ego at the door.

1. Lead with a vision for yourself and your business. Make sure to articulate/communicate that vision, align all your team members and guide them in their march towards achieving it.
2. Know who you are and what you value. Check in your ego at the door. Understand your own strengths and weaknesses and how they may contribute to dysfunction in your organization. Reach into those values to guide you when faced with difficult decisions or dilemma. Take a clear position for what you think is right but be prepared to listen to other's point of view so as not to tread on bigotry.
3. Communicate clearly, openly and in a timely manner. Tell people what they need to know so that they are clear about your expectations. Provide timely feedback and encourage conversations. Be a good listener.

## Leading from the heart.....

4. Live your life with integrity. Be honest and transparent in all your dealings. To build trust you have to prove that you are trustworthy. Keep your promises. Walk the talk. Lead by example in ethical behavior. Take responsibility for your contribution to problems. Your team members are observing what you do and they take their cues from you.
5. Empathize. Put yourself in the shoes of others so that you can understand where they are coming from and what motivates them. Be sensitive to the impact of your behavior , decisions and actions. Let them know that you genuinely care. Have conversations about their career aspirations. Treat everyone fairly and with dignity and respect like you want to be treated.
6. Create a fun and welcoming environment where everyone feels included, supported and valued. Have zero tolerance for destructive politics or old boy/girl networks. Have a sense of humor.

## Leading from the heart.....

7. Be visible and accessible. Keep an open door and give chance even to your lowest level employees to meet you and interact with you to get a pulse of what is happening to your frontline. Walk around, tweet, connect. It's a high tech/high touch world.
8. Share the glory and success with others. Recognize and celebrate achievements. Build this value into your compensation and reward system.
9. Give permission to 'break the rules' and sometimes make mistakes. Be prepared to put your career on the line for them. Don't let anyone leave the room until they can articulate what they learned from those mistakes. Have zero tolerance for mediocrity. Keep raising the bar.

## Leading from the heart.....

10. Be a lifetime learner – adapt, adopt and be the leading advocate for change and innovation. Keep re-inventing yourself, your products and your organization. Remember that if your organization is not changing as fast as its external environment it will decay. Encourage productive debates and disagreements as part of everyone’s learning process.
11. Invest in the development of others. Coach your team individually and as a group. Helping them grow to their full potential is one of your most important responsibilities and your best legacy.
12. Build bridges and continuously strengthen your external relationships .  
Network. Have a life away from work. Have fun!



# The End

*"Mercy's Journey...  
The Road Less Traveled."*