

SENIOR FELLOWS AND FRIENDS

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https://commons.wikimedia.org/wiki/File:Kayakers_in_Redwood_City_California.jpg

Recap of "Lead From the Heart" discussion with Mark C. Crowley

September 2, 2020

Dear Senior Fellows and Friends,

Unlike prior recaps, this one draws on an audio transcript of our 90-minute session as well as written reactions submitted by participants in the DC metro area and Columbus, Ohio. I appreciated the group's trust in allowing me to record our conversation for the sole purpose of obtaining the Zoom raw transcript generated by Otter.ai. This approach was used in order to make the most of Mark's generous participation from La Jolla as well as the high-caliber participation of everyone who showed up.

Read the session's comprehensive remarks at the second link

Since the edited transcript is lengthy, the second link on the Events page listing takes you to it, where you can access:

- Mark's story and his answers to questions he was asked
- Tacit knowledge transfer among managers, executives, and individual contributors after Mark signed off to go to his next meeting
- The contributions three people sent afterward

It is an important read because it demonstrates that "leading from the heart," a thoroughly validated approach, gets results that leave employee engagement gimmicks in the dust.

Mark C. Crowley is the author of [Lead from the Heart: Transformational Leadership for the 21st Century](#) and the host of the [Lead from the Heart](#) podcast interview series, which has an audience in 143 countries. I asked to include his speaker agent's information, provided here:

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U.S. Securities and Exchange Commission
U.S. Army

Participants joined from La Jolla, CA, the DC Metro Area, Boston, MA, Wickford, RI, Columbus, OH, Boone, NC, Colorado Springs, CO, and Hyderabad, India. Please consider joining us in the future.

Sincerely,
Kitty Wooley