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# LEADING IN THE AGE OF DIGITAL DISRUPTION

*Building Resilient, High-Performing  
Teams in a Rapidly Changing World*

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MIKE PETERSON

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*This book is for those who aspire to lead with purpose, inspire others, and make a difference beyond titles and accolades. It is for the dreamers, the doers, and the changemakers. May it serve as both a guide and a reminder that true leadership leaves a legacy—not in achievements alone, but in the lives it touches along the way.*

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# FOREWORD

Over the years, I've had the privilege of practicing human resources (HR) and information technology (IT) in seventeen countries, working with thousands of leaders and their teams from all around the world. This global experience has shown me that while leadership principles are universal, their application varies depending on context and culture.

Along the way, I've read many books on leadership. While most of these books are inspiring and full of interesting theories and examples, I have noticed a common pattern. They often leave managers uncertain about how to translate those ideas into action.

Based on the gaps I've noticed in leadership books that lack actionable steps managers can take to implement great ideas, I felt the need to create a way to share what I've learned in my international career.

This is the book I wish I had when I started out—one with helpful tips and ideas that are clear, practical, and easy to implement.

Leadership may be complex, but understanding how to lead

doesn't have to be. Whether you're managing your first team or navigating the challenges of leading a global organization, this book is your leadership toolkit. It is a guide to flexible skills for solving problems and managing people. You'll get tools and build skills you can call upon to meet the unique needs of your team or organization in any situation.

I hope this book helps you navigate challenges with clarity and empowers you to inspire and guide others.

*Leading in the Age of Digital Disruption* is also designed to help you master the challenges of leadership in the digital age. The wide-ranging internet and the advent of artificial intelligence (AI), global teams, remote work, and hybrid models of participation have changed what it means to lead. There are new levels of flexibility, innovation, and diversity, along with new complexities: communication gaps, misaligned expectations, and the constant pressure to maintain culture and cohesion in an ever-broadening landscape.

To lead in the digital age, you must go beyond managing projects or hitting targets. You need to create a foundation of trust, foster clear and transparent communication, and hold yourself and your team accountable to accomplish shared goals. You must navigate the unique dynamics of modern work environments, where employees might be sitting in the same room, logging in from their home office, or collaborating from halfway across the globe. As you master these essential skills, you can unlock your team's true potential and position yourself and your organization to succeed.

To help you tackle these challenges head-on, I've included fictionalized scenarios I've experienced firsthand at many companies where I've worked—either as an executive or as a senior consultant.

This book explores its concepts through two lenses:



## 1. THE STORY OF A NEW CEO

In the first half, you'll follow Ethan, the newly appointed chief executive officer (CEO) of Brightpath Solutions, a fast-growing global tech company specializing in cutting-edge enterprise software solutions for global clients. It also provides staff augmentation in highly technical areas. The flagship offering, also called Brightpath, is a combined software and consultation system sold through subscriptions. Brightpath has about 750 employees in nine countries. Incorporated in Dublin, it has major offices in San Francisco, Washington, DC, Bangalore, London, Barcelona, Bangkok, Tallinn, and most recently, a branch has been added in Lagos.

Ethan steps into his new leadership role at a pivotal moment, replacing Victor, the original founder and CEO who had instigated the firm's signature technology five years earlier and brought Brightpath to prominence. Victor's fierce, numbers-driven approach prioritized performance over people, resulting in burnout, disengagement, and a fractured culture. It also led him and some of his top leaders to skate close to the edge at times, manipulating the numbers to make the company's revenue growth and ROI seem more favorable than they actually were.

While Brightpath teeters on the brink of scandal, high turnover and cultural strain have also left it dangerously close to failure. Ethan must pull his executive team together, rescue the company from impending disaster, and rebuild its foundation to ensure sustainable success.

## 2. THE LEADERSHIP PLAYBOOK

The second half of this book delves deeply into the leadership principles illustrated through Ethan's journey. I've included a comprehensive

toolkit to support your efforts to lead effectively in any environment. You'll explore actionable strategies for fostering trust, practicing servant leadership, and leveraging emotional intelligence to inspire and empower your team. With a strong emphasis on trust, transparent communication, accountability, and navigating the complexities of hybrid and global workforces, this section provides the clarity needed to face real-world challenges.

It is important to recognize the pivotal role IT plays in driving success within hybrid environments. Reliable communication platforms, secure infrastructure, and effective collaboration tools serve as the backbone of global teams and hybrid workflows. Leaders must prioritize adaptive and robust IT strategies that align with their teams' needs, enabling a seamless integration of people and technology to foster innovation, productivity, and cohesion in today's dynamic workplace. That said, this book focuses solely on the human aspects of leadership, leaving the technical elements of IT outside its scope.

### **WHY THE QUALITY OF LEADERSHIP MATTERS**

When you are given the title of leader and put in charge of a project, a team, a business, or a large company—it feels heady. You have the power to make things happen. You soon come to terms with the realities, however. At times of rapid change, leadership requires more than just a title. It requires the kind of skills that go with being accountable for results, getting people to work with you and make commitments, and organizing the flow of human activity.

Most leaders realize they don't have all the necessary skills. So, they ask for help with leadership. Typically, they want a magic bullet.

They may not phrase it that way, but when they talk about solutions and best practices, they're clearly asking: "How can I and my group operate with the most certainty of success?"

As a consultant on HR and IT issues, I am continually asked some variation of this question. Leaders recognize that their intuitive sense of what to do won't take them where they want to go. They have the sense that there are formulas to follow. If they just look hard enough, or ask the right expert, they will find the best practices they need.

It's a reasonable idea. And it's partly correct.

During the past fifty years, some basic skills have emerged for managing people in the digital age. There may not be a single magic bullet in management—that is, a set of practices applicable to all business situations—but there are better ways of doing things. These more effective management practices will generally get you closer to creating a highly productive, highly successful team or company.

Most of these practices involve a better understanding of people, leaders, and other decision-makers throughout the enterprise. A human-oriented leadership style recognizes how important people are to the success of the enterprise. After all, every company has access to the internet, AI, and other advanced technologies. Many have access to capital and resources. Those are almost essential commodities. But nobody has access to your people and your working relationship with them.

The skills required for human-oriented leadership involve building trust—which means establishing confidence in one another's reliability, integrity, intentions, and basic competence. You also need to create an environment of transparent communications, where everyone understands how their work fits into the greater whole and where people feel safe expressing their opinions, voicing concerns,

and offering ideas. You must also foster accountability so that people can learn from both their errors and their successes, and practice servant leadership, where you put the needs of your team ahead of your own power and privilege.

Other factors are also important. You need to set priorities so that people are working on the challenges that make the greatest difference, navigate difficult decisions and crises, delegate authority effectively, and manage your own time so that you can effectively keep everyone going and remain at your best. All this has to happen in addition to managing the technical and professional aspects of the work.

The rationale for a human-oriented leadership style has increased significantly because of the added challenges of the hybrid work model. Even as companies return to the office, many employees continue to work remotely, and global teams are more common than ever. Leaders must adapt to this reality, finding new ways to connect, engage, and inspire their teams.

Other changes in the workplace involve the expanding use of AI and the increased productivity that goes with it. Some jobs are being rendered obsolete or replaced by AI, while some new jobs are just beginning to emerge. Add to this the increasingly global composition of many teams, the demographic shifts that place many younger employees in Asia, Africa, or central Europe, and the wide mix of attitudes and policies about diversity, equity, and inclusion, and you have an unprecedented range of pressures on leadership. Traditional rules and formulas for success won't cut it in today's world.

Many leaders get promoted because they have been recognized as outstanding individual contributors. Once they're in a leadership position, they're supposed to help others succeed. However, they often still spend 80 percent or more of their time as individual contributors.

This becomes a self-fulfilling prophecy. New leaders feel they have more ground to cover, so they don't have as much time to accomplish their own work—therefore, they have less time to spend on leading their team. As a result, they don't have time to develop themselves as leaders or to develop others to take on the responsibilities they once handled as individual contributors.

This is the challenge in a nutshell and the reason why many leaders are compelled to attend training seminars and read books on leadership. Once you are in this cycle, it is hard to break. If you want the highest probability of success for your business on a consistent basis, that requires you to continually increase your skills and the skills of others. You will have to lead by example, serve your team, and build a culture where trust, accountability, and communication are the foundation of success.

I invite you to read on and join Ethan as he navigates these issues and complexities. By the end of this journey, you'll not only have a deeper understanding of what it takes to lead in the digital age, but you'll also have the tools and insights to apply these lessons to your own leadership journey.



PART ONE

# **THE BRIGHTPATH STORY**

# A COMPANY IN CRISIS

Brightpath Solutions was a company on the rise—but also on the brink of collapse. It was a fast-growing, medium-sized tech firm with 750 employees in nine countries and an especially strong presence in the US and India. It specialized in cutting-edge software solutions tailored for its global clients based on its own Brightpath collection of interrelated digital platforms and AI models.

Victor, the founder and CEO, had started the company right out of graduate school. Under his leadership, Brightpath developed its first innovative app—and a culture focused solely on performance metrics and bottom-line results. As its customer base grew, Brightpath built up a fully remote product development team spread across the globe. This global structure offered access to top-tier talent. It also created challenges, including silos, communication gaps, and a growing divide between in-office and remote employees.

To its credit, Brightpath embraced a hybrid workplace model, with most team meetings taking place on video channels and a lot of operational support for collaboration across borders and time zones. Victor had understood from the start that he could attract top talent worldwide by offering flexibility and a chance to work with high

performers wherever they were located. Brightpath occasionally flew its leading tech talent to conferences to meet face-to-face, but most of their interactions took place online. Many employees worked from home, especially in the US and Europe. This approach allowed the company to scale rapidly, growing from a small startup to a major player in the tech solutions industry in just five years.

While growth brought significant opportunities, it also introduced critical challenges. Victor often dismissed employee feedback and implemented sweeping policy changes without consulting anyone except Jennifer, the chief financial officer (CFO). They were both prone to micromanaging others, and over time, their rigid, numbers-driven approach created a high-pressure environment where managers were pushed to their limits, often at the expense of their personal lives. Long hours, sleepless nights, and constant stress became the norm.

As the company grew, it kept burning through capital. There were three funding rounds in the first five years, which raised the pressure for expansion. Burnout and disengagement spread throughout the organization after the fourth year, driving some high-performing employees to leave while others struggled to remain motivated. Brightpath's once collaborative and innovative culture eroded under the weight of unrelenting demands.

Then came a critical challenge. Several large clients terminated their contracts in the same quarter, saying they weren't getting the support they expected. Staff turnover levels reached a crisis point, leaving many teams severely understaffed and falling behind. An audit of R&D funds showed that Victor and Jennifer had quietly moved money to reinforce projects they had publicly agreed to shut down.

Recognizing the cracks within the organization, the Board of Directors moved rapidly to force Victor and Jennifer out of the



company. The chairman of the board, a well-known venture capitalist named Tanya Grayson, had taken personal responsibility for this action. Without a change in leadership, she feared the company's future was at risk.

Grayson had grown up in Palo Alto and taken a job out of Stanford at a Sand Hill Road venture fund. She had shown a knack for managing a few strategic investments back in the early 1990s, had weathered the fallout when the dot-com bubble burst, and had gone on to promote some business-process-app unicorns at early stages. Her mother had moved to the US from Mumbai, and she had taken advantage of her Indian contacts to make some early investments there, which had also paid off. About ten years earlier, now at her own firm, she had pulled together the first two rounds of funding for Brightpath. She had always been Victor's advocate until about a year before, when she had visibly retreated from supporting him—an early sign that he was overreaching. She had a reputation as an empathetic venture capitalist, one of the few who understood the relationship between quality leadership and successful results.

Now, after evaluating several external candidates, Grayson realized the solution was already within the company. Ethan Caldwell, Brightpath's chief human resources officer (CHRO), had consistently argued for sustainable growth based on talent development and investment. Known for his collaborative leadership style, focus on trust, and commitment to accountability, Ethan emerged as the ideal candidate to lead the company through this critical transition.

Grayson and the other board members recognized that it was unusual to promote a human resources executive to the top slot in the company. However, they also had experience with outside turnaround artists coming in, and she, as much as anyone, understood that

even in tech companies, the human factor made all the difference. If Ethan could pull Brightpath out of its slump, Grayson thought, then he could be establishing a model for corporate strategy that could be widely influential among their holdings. Maybe the appointment of CHRO to CEO would become a new management fad.

The removal of Victor and Jennifer was kept intensely quiet. One week in April, they both went on vacation, and never returned to the office. That Wednesday afternoon, Tanya Grayson asked Ethan to meet her for an early dinner at the Capital Grille. They sat there talking until almost midnight.

They had barely placed their drink orders when Tanya leaned forward. She was a trim Indian American woman in her early 60s, which made her seem almost grandmotherly to Ethan. At the same time, her presence was electric; when she made eye contact with him and her eyes flashed, just a little, he felt like she was giving him her complete attention.

"You've heard the rumors," she said.

"I don't need rumors," Ethan said. "I can put two and two together. So can the rest of us."

Grayson just sat smiling, looking at him.

"So," Ethan said, his heart pounding, "who am I going to report to now?"

"It might be you, actually," Grayson said. "If you can answer a few questions."

The dinner turned out to be Ethan's job interview. As they talked, he realized things were far more difficult than they had seemed. If he took the job, he would have to try to bring back the customers who had fled—or replace them. He would have a year, at most, to raise the share price with no further rounds of investor funding.

Most importantly, he would have to develop a new way of working, one that was built on the commitment people felt for the company. He would have to evaluate the existing management team and make sure they were up to the challenge. If they were not, in some cases, like the CFO, they'd have to fill the position.

Ethan hadn't expected this. He had thought that, like most companies in a similar position, the board would bring in a turnaround artist with experience at other major tech firms. He asked about it, and Tanya Grayson simply said, "We checked around. We just know too many horror stories. We think there's more potential upside with you."

The cynical part of his mind snapped, "And I'm a lot cheaper." The self-effacing part of his mind was stunned by the enormity of the compliment, and the creative part immediately began thinking about the changes they could make at Brightpath to get the business back on track. There was also a promotional part of his mind that started composing his autobiography. "I needed a few days to think about it," he might say in the book. "Could I handle this responsibility? Would my performance justify the board's faith in me?" He imagined going home to talk it over with his wife and teenage children.

Honestly, however, he already knew the answer. He knew the top leaders at Brightpath. As CHRO, he'd participated in all their appraisals. He understood their strengths and weaknesses, and he also thought he knew where the gaps might be. He knew the business, probably better than anyone, and he'd been a tech executive before he moved to HR. In a way, he'd been preparing for this chance all his life.

The questions began, and he satisfied Tanya Grayson with his answers. By 8 p.m., when he stepped out for a few minutes to call his wife, he had accepted the position. Because the company was in trouble, the raise in pay wasn't what he had hoped for, and Grayson

had acknowledged that. They had to create severance packages for Victor and Jennifer, after all. He had more stock options than he'd had before and a few other perks, but the greatest perk of all was the job itself. He would work with people he liked and respected and had the opportunity to bring the business back from this crisis while testing his own leadership skills. He would no longer be just the "people person." He was running the operation. He would need to learn an immense amount in order to succeed. Putting Brightpath back on top would be huge for his reputation, and his future would be set.

Of course, he realized, if he failed, he'd still have a huge reputation—a less enviable one.

He and Tanya Grayson spent the next two hours considering who might fill key roles. They would ask Rajiv Patel, currently the head of finance for Asia, to step into the CFO role that Jennifer had left. He would be the company's first CFO in India, overseeing financial operations from the same Mumbai location. Emma, the chief technology officer (CTO), would remain. She was based in London and would drive product innovation from there, while leaders in marketing and operations remained in the US. Ethan chose his own former deputy, Samara, to be the new CHRO; she was based in the US.

On Thursday, things went as they had hoped. Rajiv and Samara accepted the new roles after Ethan's Zoom call with each of them. Greg, the chief marketing officer (CMO), sat down with Ethan and Tanya in person in a conference room. Greg looked annoyed at first, but he soon reverted to his usual cheerful demeanor. He became more animated when Ethan talked about using the announcement of his new role to demonstrate that Brightpath could respond to problems before they became disasters.

Leah, the vice president (VP) of operations, met with them in the afternoon. She tended to be circumspect, the kind of person who didn't like to promise anything before she was sure she could deliver. This time, she smiled warmly and said she was glad. She had been sending out her résumé and now she was relieved with the news, and she agreed to stay.

They announced Ethan's new appointment to the staff and the press on Friday. They followed that with a conference call for the board and key shareholders. Ethan went home early on Friday so he would have time to prepare. His first big meeting as CEO, with the executive team, would begin first thing Monday morning.

# MONDAY

The soft hum of the elevator doors broke the silence as they opened onto the fifteenth floor of the Brightpath headquarters building. Ethan Caldwell stepped out, taking in the familiar sight of the bright, modern office space. It was the same space he had come to every day, but it felt fresh and new entering it today as the CEO.

At Brightpath, Ethan was seen as a visionary. He could talk passionately about the evolution of the workforce and the company's ability to inspire others. The hybrid nature of Brightpath, with half of its workforce in corporate offices spread across various time zones and continents and the other half working remotely, presented unique challenges—challenges he knew he could overcome. Still, the weight of the role settled on him as he walked toward Victor's old office, which was now his.

Ethan and Rajiv, the new CFO, had spent much of the weekend going through the financial reports. The crisis was bad, but the worst part of it was the way Victor and Jennifer had tried to hide the damage from the board. A number of projects had missed deadlines or gone over budget, and the company was behind on collecting payments from clients. If they couldn't deliver existing orders, collect

outstanding payments from customers, and bring in at least one new account within three months, they would have to lay people off.

The only saving grace was that by isolating their activity and keeping it hidden, Victor and Jennifer had not damaged the rest of the company too much. Nobody else seemed to be complicit. And now that it was all out in the open, they could bring the entire firm together to develop a path forward—if they could figure out how to act cohesively.

Ethan had scheduled a full day of meetings, including all morning with the executive team. He was rehearsing his opening remarks in his office, looking down at his notes, when Andrea, Victor's executive assistant who would report to him as the new CEO, interrupted his thoughts.

"Here's your schedule, Ethan," she said with a smile, handing him a piece of paper. "After the executive team meeting, you have a meeting with the product development leads, and then Ms. Grayson at four o'clock in the afternoon. Would you like coffee?"

"Thanks, Andrea. Coffee sounds great."

At Brightpath, only the CEO had an executive assistant. Ethan had used the admin pool to schedule meetings and submit expenses, and he had done the rest himself. He wasn't even sure he should keep Andrea. But how could he let her go? She probably knew more about Victor's history than anyone else there.

But he could change the atmosphere a bit. "Just call Ms. Grayson Tanya," he said to Andrea. "Even the board chair gets to be called by her first name here."

"I'm not sure I feel comfortable doing that," she said, smiling at him.

"How about using her first and last name, then?"

"Tanya Grayson?"

Ethan nodded. “It’s a small thing. But it’s important. People need to feel that we’re all in this together, even the board.”

He walked into his new office and closed the door. He needed a moment to take it all in. The office was immaculate, with floor-to-ceiling windows overlooking the bustling city below. On one wall was a large screen showing live updates on the company’s global operations—teams across North America, Europe, and Asia collaborating virtually. The hybrid nature of the company was clear even in the office setup, with a mix of traditional desks and video conferencing booths for remote meetings.

Ethan sat down and opened his laptop. He had barely signed in when a notification popped up from Emma, the company’s chief technology officer, based in London: *“Looking forward to the meeting today. Let’s talk strategy after!”*

He smiled. Emma was direct and results-driven, someone he knew he could count on. But he didn’t know the other members of the executive team as well, and that’s where his focus would be today—understanding how they could work together to make tough decisions.

At ten o’clock sharp, Ethan entered the executive conference room. Emma was already present by video. Also visible on the screen was Rajiv, the CFO, who dialed in from Mumbai. The rest of the team was present in person: Greg, the chief marketing officer (CMO), who was also in charge of sales; Leah, the VP of operations; Samara, the new VP of HR; and Obie, based in Lagos, who ran their emerging markets consultancy group. There were also seven or eight chief subject matter team leaders, experts on the work they did for clients, with projects ranging from SAP to robotics to semiconductor fabrication.

“Good morning, everyone,” Ethan said as he took his new seat at the head of the table. “Thank you for being here. I know it’s been a



transitional time for the company, and I'm looking forward to working together as I move forward in this new role."

The room was quiet as the team studied him, measuring the leader in front of them. He could sense their cautious optimism; he had never done anything that would make them resent him. On the other hand, they had never seen him operate as a leader outside his previous HR function. There was also the uncertainty that came with any major leadership change, compounded by the doubts about their financial future.

"I've been thinking a lot about the unique challenges of this moment," Ethan began. "I'm not going to sugarcoat how bad things are. The viability of our company has been thrown into question. So far, the board supports us, but if someone made a good offer to acquire Brightpath, I'm not sure their confidence would hold. If we want to hold on to this company and regain our status and position, we've got a lot of work to do. This is a brutal situation."

He was heartened to see everyone nodding. On the screen, Emma's thin lips curved upward, just a bit.

"If we want to grow further, competence at our current level is essential—but it's not going to be enough. Our reputation took a hit. We're in a field that's changing faster than ever, and we need to raise our game to rebuild our business and keep up. The board hired me because they trust in my ability to lead us forward, and I'm committed to earning that trust every step of the way."

Now came the tough part. Ethan took a sip of water and continued, "We all had concerns about Victor's leadership style. But we kept quiet. We didn't even talk to each other about it. I think it's because we didn't know who to trust. It turned out that he and Jennifer weren't honest with us. That's because we—and the board—gave him a blank check. He didn't tell us what he was doing. We didn't

hold him accountable for the way he treated people, and that made him feel it was OK to abuse the company.”

“You link his personal behavior to the company’s problems,” said Leah. It was more of a question than a comment.

“Of course I do,” said Ethan. “When the top leader is untrustworthy, it pollutes the whole system. None of us could make clear decisions. If I had known I would have to clean up Victor’s mess, I would have designed the appraisal system differently. And I probably would have recruited different types of people.”

The next thing he said wasn’t from his script.

“Leah, consider the question you just asked and the answer I gave you. We would never have talked that openly when Victor led the meetings. We were all trying to look good. It was subtle, but it affected everything we said and everything we did.” He paused. “I hope we can continue to communicate more honestly and directly now.”

They all nodded, but he noticed that only the CMO was looking directly at him. That made sense: Greg had a confrontational side, and his smile sometimes took on a sharp edge, as if he was holding back an urge to bite. Everyone else looked uncomfortable, but no one said anything, and Ethan moved on.

“We are all going to have to become more effective leaders,” Ethan continued. Now he went back to his notes. This was his opportunity to set the tone for his tenure as CEO. “And look, I believe in leading by example. I believe in a leadership style where we’re serving each other and the company’s mission. It is no longer enough for any of us just to manage tasks. That means creating an environment where we hold each other accountable and also trust one another to get the job done. No one should ever feel left out or unheard. And no one is above criticism or verification, even the CEO.”

Heads nodded again around the table, but he could sense that some remained skeptical. It was as if the old system, the system under Victor, had beaten them down. Ethan soldiered on.

“We need to deal with a couple of issues right away. First, we’re doing a full audit of what happened. Rajiv, you’ll have to lead that personally.”

Rajiv nodded. “I was expecting this. I’ve begun to set up the task force.”

“Thank you. We can’t afford any more surprises,” Ethan continued. “I want everyone in the company to cooperate with you. If they don’t, tell me. In fact, we should probably check in every few days.”

“I’ll put it on our calendars,” Rajiv said.

Ethan nodded and moved on. “Second, we must try to win back the customers we lost. We can’t do that unless we can demonstrate we’ve got something special to offer. We’re going to have to beef up our innovation and services portfolio, and I think we need to loosen up the structure of our client teams. That means we need better incentives. We have to change how we hire and promote our people.”

Greg raised his hand. “Can I say something?”

“Sure,” Ethan said after a moment of disorientation. He had just been getting started.

“Those clients are gone,” Greg said. “I can’t promise to get them back. And it would take a lot of expense to try. We have better prospects for replacing them instead.”

“We have to try,” Ethan said. “Even if they don’t come—even if we fail, we’ll learn from it.”

Greg waved his hand dismissively, almost in spite of himself, but then dropped his hand, sat back in his chair, and looked attentively at Ethan again.

“Third, I’ve been looking at the places where we can start changing the way we do things. For instance, we’re at a critical juncture with remote work. We’re hybrid—part office-based, part remote, and also global. It’s a model that has enormous potential, but it also comes with challenges.”

Ethan looked around the room and then deliberately focused his attention on Emma, Rajiv, and Obie, who were looking at him impassively from the screen. Ethan had no idea what they were thinking.

“Look at our team right now. We’ve had this issue for years, ever since Victor implemented Webex. Emma, we’re at the end of your day. Same with you, Obie. Rajiv, you’ll be here until two o’clock in the morning your time.”

“I took a nap. I’m used to it,” Rajiv said, smiling. He always seemed at ease.

“I’m just commenting on your flexibility. And when we schedule meetings when it’s nighttime here, we’re flexible too. Our commitment to the company is obvious. And yet, when we talk through Zoom, people seem checked out—even at this level. I’ve been part of lively discussions where people get really excited and creative together. These meetings are fine, but they’re not lively. We have to find a way to change that. If the top executive team can’t communicate effectively, imagine how the project teams throughout the company are doing.”

Emma, the CTO in London, nodded in agreement. “I’ve seen that, too. People are checking out, especially in remote meetings. We need to find a way to make everyone feel more accountable and invested.”

“That’s exactly right,” Ethan said. “It starts with us. First, we’ll set the tone and then lead by example. Without our engagement, we cannot expect our teams to be engaged. We can’t allow poor communication to become the norm.”

He was pleased to see them all sitting up. “My priority as your CEO,” he continued, “is to bridge these gaps, to make sure everyone—whether you’re in this room, on a video call, or working from across the world—feels connected and empowered.”

Leah raised her hand, but Ethan signaled that he still had more to say.

“Today, I want to hear from each of you. What’s working well, and what’s not? What challenges do you face with your teams, especially in this hybrid environment? The more I know, the better I can serve you as your leader.”

As he opened the floor for discussion, Ethan noticed Leah was the first to speak up.

“We’ve been doing well on the operations side,” she said. “But there’s a disconnect with some of the global project teams. Communication isn’t always smooth, and I think it’s affecting what we deliver.”

“I’ve seen that, too,” Greg, the CMO, chimed in. “The marketing team feels disconnected from our international teams. We’ve got great ideas coming from multiple teams and locations, but there’s no process for integrating all the input. I’m worried we’re missing opportunities.”

Ethan asked them for more details, and they started going through cases. There were teams who had lost bids after months of work. There were missed deadlines or projects that had gone way over budget, with nobody held accountable. There were also triumphs, but the teams never got recognized or promoted—and then seemed to lose interest. These were the kinds of issues Ethan was expecting to hear, and he gathered many examples of cases they could analyze in greater detail to guide the development of better processes. By the end of the meeting, Ethan had heard from every executive. Some

were more vocal than others, but he now had a clearer picture of the hurdles ahead.

He kept taking notes, and by the time the meeting was done, he had a list of fifty-three top-priority issues. Some were technical, like the problems of getting access to cloud servers around the world. Many were operational team issues, like confusion around the flow of work. The majority had to do with team or individual behavior: there were concerns about leaders who didn't keep up with company expectations. Ethan was determined to tackle these challenges head-on, one by one, so the executive team could set an example. He would go through the list, figure out who was best equipped to handle each challenge, and appoint that person as the problem-fixer. Then he'd dedicate himself to making sure each of those people had the support they'd need.

Before closing the meeting, Ethan addressed the room with one final comment: "As we move forward, I want to emphasize this: the board hired me because they trust me to lead this company through these challenges, and now I need that same trust from all of you. If we commit to this process together—if we take it seriously—I'm confident we'll get through this. Let's make this the moment we turn things around."

Everyone agreed. There were hints of enthusiasm, but by and large, Ethan felt as if people were still processing the shock of Victor's sudden departure and Ethan's promotion to CEO.

Returning to his office, he felt the weight of what lay ahead. Most of these issues couldn't be fixed quickly. They would require a revitalization of the company culture. Everyone would have to understand their role in the bigger picture, no matter where they worked. Leading by example would require more than words. It would demand deliberate actions and unwavering commitment.



PART TWO

# **LEADERSHIP THEORY AND PRACTICAL APPLICATION**

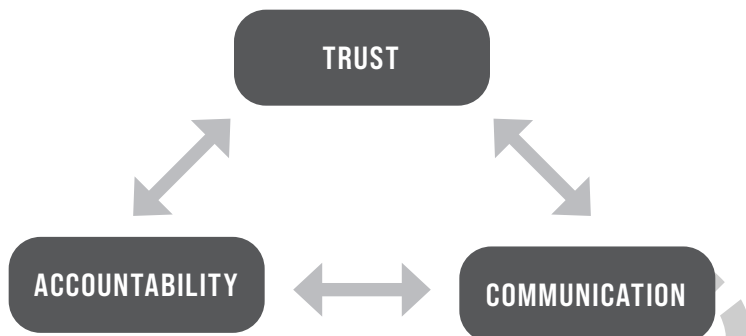
## INTRODUCING PART TWO

Leading a hybrid organization like Brightpath is a challenge that demands more than just strategy—it requires vision, adaptability, and the courage to lead through complexity. Ethan's story illuminates the transformative power of trust, accountability, and transparent communication in uniting a global team across diverse locations and time zones. It's a journey that reveals what true leadership looks like in the digital age.

As we move on to Part Two, it's important to recognize how the core pillars of leadership that have been discussed—**Trust**, **Communication**, and **Accountability**—shape a successful and cohesive team. These three components form the foundation of effective leadership and create a resilient, high-performing team culture. Each is powerful on its own, but their potential is truly unlocked when they're used in concert, each one reinforcing and strengthening the others. As illustrated in the following diagram, imagine them as a cycle, connected by arrows, with each component driving and depending on the others to achieve sustainable results.



## THE CORE PILLARS OF LEADERSHIP



The first and most important pillar is **Trust**. When team members trust one another, they feel safe sharing ideas, voicing concerns, and taking risks. Without trust, teams struggle to collaborate effectively, as individuals hold back, fearing judgment or repercussions. Leaders must actively cultivate trust by demonstrating consistency, transparency, and a commitment to the team's well-being.

**Communication** serves as the essential bridge that connects trust to accountability. Open and transparent communication channels enable team members to stay informed, share feedback, and remain aligned on goals and expectations. Communication isn't simply about passing along information; it's about creating a space for dialogue, listening actively, and fostering understanding. Leaders who communicate openly build credibility and capability. They inspire a dynamic flow of ideas and insights. They create teams that are more powerful working together than they are as individuals.

**Accountability** binds the core pillars together, setting clear standards and holding each person responsible for their role in the team's success. Accountability strengthens trust by ensuring that each individual follows through on commitments and aligns with shared values.

When accountability is present, trust deepens, and communication flourishes, as team members know they can rely on one another to deliver results.

Together, trust, communication, and accountability create a powerful, mutually reinforcing cycle that supports every interaction and decision within a team. In the chapters that follow, we will explore practical strategies for building each element in your leadership practice. By embracing this interconnected model, leaders can create an environment where each team member feels valued, supported, and empowered to contribute to the organization's shared vision.

Why does this model work, especially in today's complex and fast-paced work environments? At its core, this approach embraces a simple yet transformative truth: organizations are primarily groups of people, and people excel when they feel valued, empowered, and aligned with a shared purpose.

Now, let's dive deeper into exploring how these concepts can apply to your own leadership journey. Each chapter in Part Two will unpack a specific leadership lesson. They will draw on the story of Ethan and Brightpath, offering practical tools, strategies, and insights to help you lead more effectively, whether your team is across the hall or across the world.

# BUILDING TRUST AS THE FOUNDATION OF LEADERSHIP

People frequently discuss trust, and while nearly everyone thinks they understand the term, they often misunderstand it. Trust is the mutual belief in the reliability, integrity, and intentions of others. The others could be members of your team, your organization, your customer or client base, your value chain, or your society. Trust—or the lack of it—shapes the quality and outcome of every human interaction.

In leadership, a high level of trust means that team members believe in their leader's ability to make sound decisions, their honesty and transparency, and their commitment to the team's well-being and success. It also means that leaders trust their team to perform their duties with competence and adherence to shared values.

Trust is the bedrock of any successful team, organization, or relationship. Without it, even the most talented individuals cannot work together, and the most innovative strategies can collapse under the weight of suspicion or uncertainty. As a leader, building and maintaining trust is not just an ideal—it is essential.

How do you build that trust? And, once you've built it, how do you ensure it endures through challenges and crises?

The answer lies in consistent, authentic leadership practices.

### THE ROLE OF TRUST IN LEADERSHIP

Trust is often seen as intangible—a soft skill that's difficult to measure but vital to success. In reality, trust is tangible through action. It manifests in many small ways: in how your team communicates, how you all handle challenges, and how willing you all are to take risks and innovate.

Think back to Ethan's journey at Brightpath. Early on, when he took over as CEO, he inherited a culture where trust was largely absent. Major structural forces, symbolized by the duplicity of Victor and Jennifer, the old CEO and CFO, made it almost impossible to trust one another. While most organizations don't have that kind of explicit trust crisis at the top, many do have scandals come to light. Recent examples include companies like Boeing, Meta, OpenAI, and Wells Fargo. Even relatively stable organizations generally keep the reasons for their strategic decisions hidden. This may give them a competitive advantage, but lack of transparency also erodes trust. Trust is impacted when people can't understand why the company is making its decisions.

Under Greg's leadership, trust eroded through several common problems, all wrapped up in his top-down management style. Greg's intense focus on results disregarded the value of people's efforts and open communication. His tendency to micromanage left team members feeling stifled and undervalued. His teams were hesitant to take the initiative or share new ideas. Greg's lack of transparency

around decisions led to uncertainty and rumors, creating a disconnect between him and the team. His emphasis on individual achievements over collective success fostered competition instead of collaboration, thereby weakening team cohesion. This environment ultimately left employees feeling disconnected and disengaged, highlighting the urgent need to rebuild trust as a foundation for strong, cohesive leadership.

Despite Greg's convincing performance reflected in the numbers, his toxic behavior had created an atmosphere of fear and pressure. Team members didn't feel safe voicing concerns or offering new ideas. They conducted their work in isolation, constantly worried about meeting Greg's often unrealistic expectations.

Ethan recognized that building trust had to come before optimizing performance. He knew that if they didn't take time to build trust among employees and leaders, the company would continue to struggle—no matter how talented the team was. His decision to part ways with Greg was based on this insight. He only made that decision after Greg refused to change his attitude. Ethan couldn't keep him on the team because Brightpath desperately needed to build a culture where people felt safe, supported, and able to collaborate without fear. Otherwise, it could not compete in the new competitive digital marketplace.

## **HOW TO BUILD TRUST AS A LEADER**

Building trust isn't something that happens overnight. Trust is organic and needs time to grow. As noted in this model, which my colleagues and I call The Pyramid of Trust, it requires transparency, consistency, vulnerability, and empathy.

## THE PYRAMID OF TRUST



Here are a few key practices that help establish and strengthen trust in any organization:

### *1. Be Transparent*

As a leader, you must be open and honest with your team, even when the news isn't good. Whether it's discussing the company's financial situation, acknowledging mistakes, or addressing difficult feedback, your team needs to know that you're not hiding things from them.

In the story, Ethan demonstrated transparency through his leadership by addressing the team directly during moments of crisis. He revealed sensitive information to the extent he could, including news about Victor, the fact that he personally had fired Greg, and the reasons why he hired Sarah. When competitor Four-Fifty launched its product and clients started questioning Brightpath's ability to compete, Ethan didn't sugarcoat the situation. He didn't promise solutions he couldn't deliver. Instead, he communicated clearly, outlining

what the company was working on and why they needed to focus on quality over speed.

**Practical Tip:** Make a habit of sharing updates with your team, even when the information will be hard for them to hear. By being open, you show you trust your team to handle the truth—and that builds reciprocal trust.

## *2. Be Consistent*

Consistent actions, not just words, build trust over time. If you say you're going to do something, follow through. If you establish expectations, hold yourself and your team accountable to them. Consistency shows that you are reliable, and your team will know they can count on you.

Ethan didn't just talk about changing Brightpath's culture—he made consistent, deliberate efforts to do so. Whether it was by practicing active listening consistently, creating open feedback channels with Sarah, or implementing *The Accountability Matrix*, Ethan took actions that reinforced his commitment to rebuilding trust.

**Practical Tip:** Be consistent in both your words and actions. Show fairness, respect, and support to everyone, regardless of their role. Trust and morale grow when your team knows they will be treated with consistency and integrity.

## *3. Demonstrate Vulnerability*

Many leaders think they need to have all the answers or never show weakness, but in reality, vulnerability can be a powerful tool for building trust. Admitting when you don't know something or

acknowledging mistakes shows you are human. It invites your team to do the same, fostering a culture where people feel safe being open and honest.

In the story, Ethan wasn't afraid to show vulnerability at several points. He let the executive team members and the members of the marketing department know that he needed their skills and participation. He acknowledged the challenges Brightpath was facing and was transparent about the fact that they needed time to respond properly. By being open about the company's position, he gained the team's respect and trust.

**Practical Tip:** The next time you're unsure of a solution or have made a mistake, don't cover it up. Admit it to your team and invite them to help solve the problem. This will show that you trust them, and in return, they will trust you more.

#### *4. Show Empathy*

Trust is rooted in relationships, and relationships are built through empathy. Understanding your team's perspectives, listening to their concerns, and recognizing their contributions helps create a bond of trust. When people feel seen and valued, they are more likely to trust their leader and each other.

Sarah's way of taking over the leadership of the marketing team was an example of empathy in action. She didn't come in and demand immediate changes. Instead, she spent weeks meeting with each team member, understanding their struggles, and slowly building a more supportive and collaborative environment. Her empathy



allowed her to earn the team's trust, even in a department that had been wary of change. Ethan also demonstrated empathy when he would openly talk about why people acted the way they did—for example, when he tells Greg he understands his frustration or when he and Tanya consider the motives of the clients who withdrew their businesses.

**Practical Tip:** Take time to get to know your team. Ask them about their challenges, their goals, and their concerns. Listen actively and show that you value their input. Empathy goes a long way in building trust.

### **MAINTAINING TRUST THROUGH CHALLENGES**

Once established, trust requires equally diligent maintenance, especially during crises or periods of change. Challenges will arise, whether as external market pressures, internal team dynamics, or personal setbacks. How you lead through those moments determines whether trust strengthens or erodes.

During all four crises in the story—the original Victor/Jennifer departure, the quality crisis, the firing of Greg, and the Four-Fifty competition—Brightpath faced significant pressure. Clients questioned the company's ability to innovate, and the team was stretched to its limits. But Ethan maintained the trust he had built by staying calm, communicating openly, and reinforcing the company's values. He didn't make empty promises, and he didn't panic. His steady leadership showed the team that even in difficult times, they could trust him to guide them through the storm.

## **PRACTICAL APPLICATIONS: HOW TO BUILD TRUST IN YOUR ORGANIZATION**

### *1. Assess Your Current Level of Trust*

Take a step back and evaluate where you stand with your team. Do people feel safe sharing their concerns? Are they comfortable coming to you with feedback? If not, what might hold them back? Use these insights to pinpoint areas needing improved trust.

### *2. Create Regular Feedback Loops*

Establish consistent, open channels for feedback—both from you to your team and from your team to you. Regular check-ins, team meetings, and one-on-one conversations are great ways to ensure that communication stays open and that trust remains a two-way street.

### *3. Demonstrate Accountability*

One of the fastest ways to lose trust is by refusing to take accountability. Hold yourself to the same standards you set for your team. If you make a mistake, own it. If a project doesn't go as planned, lead the way in addressing the problem rather than shifting blame. Ethan made a point of doing this several times while asking executive team members or others to let him know if he overstepped.

### *4. Build Relationships Beyond Work*

People often build trust outside of formal work settings. Take the time to get to know your team on a personal level. Ask about their hobbies, their families, and what drives them. Building those connections fosters a deeper sense of trust and loyalty.

## **TRUST IS AN ONGOING COMMITMENT**

Building trust is not a onetime task—it's an ongoing commitment. Every interaction, every decision, and every communication either strengthens or weakens the trust between you and your team. As a leader, it's your responsibility to prioritize trust every day. By being transparent, consistent, vulnerable, and empathetic, you create an environment where trust can flourish, and with it, the success of your team and organization.

In the next chapter, we will explore how transparent communication builds on this foundation of trust, helping you to further strengthen your leadership and foster collaboration within your team.