A changemaker is someone who recognizes what’s working and what’s not working, and when something is not working is bold enough to say “We’re going to do something about this.”

—Richard Culatta, p. 14

We all want leaders who care about our growth and cannot bear to watch us stagnate, and who challenge us with stretch projects and new opportunities. You can be that leader.

—Elizabeth Dampf, p. 32

While logical problem-solving is necessary in leadership situations that require immediate solutions, starting with kindness and care in complex change missions can be more effective. Care solidifies trust and removes fear, and fear is the enemy of change.

—Jennifer Gallagher, p. 70