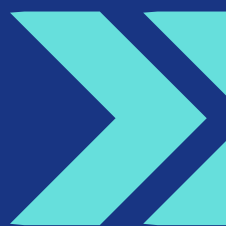


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25

**BUSINESS
LESSONS
LEARNED IN
25 YEARS**



1.

/25

ADOPT AND EXHIBIT SERVICE-MINDED LEADERSHIP



2.

/25

**BUILD A GREAT
TEAM AND
UNDERSTAND
WHAT MOTIVATES
THEM**



3.

/25

**NEVER
STOP
LEARNING**



4.

/25

**ALWAYS OPERATE
LIKE YOU'RE
RUNNING A NEW
BUSINESS**



5.

/25

UNDERPROMISE AND OVERDELIVER



6.

/25

**LEAD FROM
“ME” TO “WE”**



7.

/25

**RESPECT YOUR
PAST WHILE
DISRUPTING THE
FUTURE**



8.

/25

ENGAGE YOUR TEAMS



9.

/25

**BE FLEXIBLE
AND ADAPT TO
CHANGE**



10.

/25

FORM RELATIONSHIPS WITH KEY PARTNERS



11.

/25

FOCUS ON CLIENTS



12.

/25

**PATIENCE AND
PERSISTENCE ARE
ESSENTIALS**



13. /25

**MAKE DECISIONS
WITH CONFIDENCE**



14.

/25

EMBRACE A GOAL-SETTING MINDSET



15.

/25

**IDENTIFY AND
SOLVE PROBLEMS
QUICKLY**



16. /25

**LISTEN TO AND
UNDERSTAND THE
NEEDS OF ALL
STAKEHOLDERS**



17. /25

KEEP TRACK OF YOUR FINANCES AND CASH FLOW



18. /25

DEVELOP A PLAN FOR GROWTH



19. /25

UNDERSTAND
CHANGE IS
CONSTANT AND IT
PRESENTS
OPPORTUNITIES



20.

/25

**YOUR BIGGEST
OBSTACLE
IS TIME**



21.

/25

**DON'T BE
ASHAMED OF
SETBACKS, LEARN
FROM YOUR
FAILURES**



22.

/25

**RESILIENCE
IS KEY TO
LONGEVITY**



23.

/25

ENGAGE WITH AND SUPPORT YOUR COMMUNITIES



24.

/25

ADAPT TO TECHNOLOGY AND MARKET SHIFTS



25.

/25

**FOSTER A CULTURE
OF CREATIVE
STRATEGIC
THINKING**





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