



Commerce Connects

Training Wheels: 11/6/23

Here are this week's training resources! This week we focus on the skills everyone can use to be a better leader. And we do mean **everyone**!

- **It's Not All About You!** The last thing you want to be as a leader is self-centered. Believe it or not, you can get in your own way when you fail to focus on others and the organization as a whole. [This insightful article](#) talks about the dangers of self-centered leadership. How many of them are you guilty of?
- **Team Building the Right Way:** A leader builds a great team by finding the right people and letting them go, right? Wrong! Don't believe it? Trust the science! [This article](#) delves into the science behind great teams and may just dispel some of the shop-worn platitudes you've always believed about how teams function.
- **The Vital Need for Empathy:** You've heard time and time again that we all need to practice empathy to be better at customer service, interpersonal relationships, or supervisor-direct report connections. [This article](#) takes a look at empathy from a scientific perspective and shows us how empathy may be the most important work skill of all. Its author, Larae Quy, is a former FBI agent whose insights may be refreshingly new to you.

Questions? Recommendations for future "Training Wheels"? Contact Robert Cooperman at robert.cooperman@com.ohio.gov