

SECTION 1

The Four Controls of Business Leadership

Control + Alt + Delete. Most of us recognize these three keystrokes as a command to “soft boot” our computers. David Bradley, a designer who worked on the original IBM PC, chose this combination so that both hands are required to help prevent *accidentally* rebooting. Seeking out these three unique keys forces one to stop and THINK for a moment.

We typically find ourselves depressing this sequence on two occasions. The first is in the morning after we’ve hustled to work, washed down a glazed doughnut with an overpriced “grande skinny latte,” and settled into our offices... usually about 10 minutes later than intended. The work day has just started, and we’re already “chasin’ it.”

Late for school... again

Instead of shaking hands with the clock, we end up arm wrestling with it throughout our day. Now there’s NO TIME for the “luxury” of stopping and thinking because we’re already behind. It’s like the little boy who arrived late, panting and sweating after briskly walking his bike to school. When the teacher asked why he didn’t ride the

bike, he replied, “I was so late, I didn’t have the time to stop and get on it.”

The point of this book is to help you “get on,” and overcome – or at least challenge – the kind of thinking (or lack thereof) that is keeping you sweaty, exhausted, and late for school. It’s about making sure you achieve a passing grade in leadership and career development – as well as relationship satisfaction – because you’ve actively participated in class and you’ve smartly done your homework.

While your computer is bringing up its operating system in the morning, you can give thought to the *Control + Alt + Delete* model and energize your *own* operating system as well.

Three simple keys. Three simple, yet powerful, thoughts. That’s the premise of this book.

As Albert Einstein once said, “Any intelligent fool can make things bigger, more complex... it takes a touch of genius – and a lot of courage – to move in the opposite direction.” Sage counsel. So... no three-dimensional flow charts... no external forces modeling... no litany of business school buzz words... and no slick four-letter acronyms. Just common speak. Common speak, and common sense – as uncommon as that might be.

“Keys” to organization

CONTROL +
ALT +
DELETE
Leadership

Control. *You* are responsible for your own professional and personal development. You... and nobody else. Control smartly what you can, and have the perspective to recognize that there is much you cannot control.

Alt. The “Alt” key is a modifier key. Alternatives and options are good things. Be an agent of change, and make course corrections and necessary modifications on a regular and consistent basis.

Delete. In business and in life, it’s critical to recognize the things that can derail you from achieving your goals. Recognize them – and deal with them decisively.