

**JUST  
LEAD**  
WITH MARK Q



# SHOW NOTES

## EPISODE 42: Get Better Every Day | The Relentless Pursuit of Excellence (Part 1)

Maybe it's just us, but it feels like "**excellence**" has become something of a buzzword for many companies and individuals these days. But, just because it's written on the walls doesn't always happen down the halls. And whether you're the leader of an organization, leading your home, or even leading yourself, **YOU are the standard bearer for excellence.** It requires holding yourself accountable and making a commitment to get better every day. In Part 1 of this 2 Part conversation, we discuss the keys to pursuing excellence and how to improve in any area of your life.

**Excellence must be modeled before it can be expected.** It's doing the best with what you have, regardless of your resources and paying attention to everyday things like your appearance & your attitude. Excellence refuses to accept mediocrity or "just good enough."

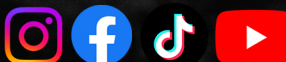
**1. BE FAIR & OWN YOUR MISTAKES.** When we try to act like we have it all together, we miss the opportunity to learn & get better. Admit & own your mistakes so you can take next steps to grow. Believe it or not, when you do this, you will gain credibility with the people you lead.

When leading others, **provide second chances when appropriate.** If your culture doesn't feel safe to make mistakes, it can create a "fear-based" environment where people hide their mistakes, don't risk taking chances, or don't take ownership because they may get in trouble. This crushes the opportunity for excellence to grow.

**2. BE DECISIVE. Second-guessing** often creates insecurity for the best decision that has to be made. As a bold leader, you must make every decision **carefully and non-impulsively. Decisive doesn't necessarily mean fast.** Aggregate as much info on the subject as possible to become the kind of person who can make decisions efficiently and definitively, and once you make a decision, stick to it.

Avoid dragging your team into the weeds of indecision. **Great leaders drive their teams to a point of decision.** When you ask "why" it can spark creativity or reaffirm the decision you know you NEED to make. When you are willing to **accept the consequences, rather than being frozen in indecision,** you will grow. Some say you can only pick 2/3: [Good, Cheap, or Fast](#). We like to think outside the box!

**3. FOSTER CURIOSITY.** Curiosity opens the door for creativity. It's having a desire to learn new things, have new experiences, and meet new people. It's not just something that happens, it's a skill that must be developed. It starts with just asking "what if?" And it's refusing to accept that there's always a Catch 22 or only two options. What's the "third way," the "crazy train" option? Be curious long enough and it will become clear.



The leader can inadvertently kill a culture of curiosity because they **confuse their authority with competency**. Just because you're in charge, doesn't mean you're the best one to know or do everything. In fact, the larger your organization becomes, the less competent you often become! Why? Because you're hiring experts and specialists at your craft and your job becomes leading.

Want to foster curiosity? **Just ask people what they think**. That's it! Listen to feedback from anyone and everyone. The first point of "fairness" is key here because people need to feel free from repercussions to give unvarnished or valuable feedback.

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