



Top Attributes for Effective Leadership

An Interactive Conversation with an ACP Mentor and
Protege

CHRIS COSTELLO - EXECUTIVE LEADER, TOP 50
WOMEN IN BUSINESS

MADELAINE TAYLOR - DEVELOPMENT DIRECTOR

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A game-changing transformation leader, Chris is an industry-recognized top female executive with numerous accolades including “Best 50 Women in Business,” “Top 10 Woman in Wireline Services,” “Top 25 Leading Women Entrepreneurs,” and “Leaders Quadrant” rating by Gartner Group. She speaks extensively in the industry and has been featured in over 30 publications.

Known for voicing her opinion, Chris has championed bold moves that shake things up and get results. As a VP Sales Leader for a Fortune 25 company, Chris led the National Business East Sales Region, where she built and led large teams of up to 600 direct staff across a base of five million clients and managed a revenue base of \$2.3B.

Building a positive culture is vital for Chris, and she excels at creating a cohesive environment to engage and motivate teams. Chris is a diversity champion and serves as a mentor for a variety of groups including business leadership, women entrepreneurs, and veteran groups. She is an inspiring public speaker and has a massive social media following.

Chris has completed executive programs with MIT, Southern Methodist and Mays Business School. She held board positions on the Microsoft Partner Advisory Council, Women’s Center for Entrepreneurship Corporation and the Veterans Employee Resource Group and holds a BA from Shippensburg University.

CHRIS COSTELLO

Executive Vice President • Senior Sales Leader

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Madelaine is the spouse of a US Army Blackhawk pilot and is currently based with her husband at Ft. Drum in Watertown, NY. This is their first duty station together and they arrived in November 2018. They will both be there for the next few years but her husband, David, deployed to Afghanistan in the fall of 2019.

Madelaine is a graduate of Hanover College where she majored in Political Science and earned minors in Business and International Studies. In May 2019, she received a Master's Degree from Indiana University's Lilly Family School of Philanthropy. She also holds certificates in Fundraising Management and Nonprofit Management from the Lilly School.

Madelaine is passionate about helping others and for serving the underserved. She has worked on domestic violence issues, military issues, and access to educational opportunity. Madelaine was fortunate enough to secure a job at a non-profit in Watertown in January 2019 as a Volunteer Coordinator at a human services organization that assists survivors of child abuse, sexual assault, human trafficking and domestic violence. In September of 2019 she was named Development Director.

On a more personal note, Madelaine enjoys traveling, taking care of her golden retriever, and being with her husband.

MADELAINE TAYLOR

Development Director • Military Spouse

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Whether you are considering a new career, starting a small business or have recently moved locations, ACP has Mentors offering their assistance. ACP Mentors are volunteers with years of experience and can help with:

- Career exploration
- Entrepreneurship and small business growth
- Résumé review
- Interview preparation
- Networking
- Career coaching
- Overall professional development

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Top Leader Attributes



Authentic & Transparent

Has Empathy & Empowers Teams

Not Addicted to Approval

Knows How to Ask/Powerful Communicator

Mentors Others/Extends the Ladder

Collaborates

Results Driven

Get it Roughly Right and Go

Have Fun

Glass half full/can-do attitude

Authentic & Transparent



You can sense in a matter of minutes if you feel someone's warmth, if they are **comfortable in their own skin** and if you feel a sense of trust.

Has Empathy & Empowers Teams

Be empathetic and real with all of your interactions. Empower teams, recognize them, give them exposure to upper management. They will trust you and deliver 150%



Not Addicted To Approval



People that manage day to day and make decisions solely to please others are going to be afraid of sometimes making the right decision, **even if it's an unpopular one.**

Knows How to Ask/Powerful Communicator



Whether you are asking a customer for the sale or asking senior management for funding for a project...**be fact based to state your case**, it adds credibility and takes emotion out of discussions. One you have a credible case, **ASK**. If you can communicate powerfully, you can lead change and **inspire others** to get on board.

Mentors Others/Extends the Ladder

I have worked with leaders that come with a reputation for promoting and mentoring many people and loving to watch them thrive. You don't want to be known for being the one that holds someone back.



Collaborates

Share **best practices** with your peers and **help the tide rise** across the entire team. In a company of any size, if you are a bull in china shop or someone that can't be trusted, people will not want to work with you out of fear, stealing credit and may even deliberately slow you down.





Results Driven

Always work with the end goal in mind. We are being paid to hit milestones, reach goals, move quickly. Many times, the goals feel impossible but if you break down how to make the plan...where there is a will, there is a way.

Get It Roughly Right and Go

I have had a few work interactions where the phrase “analysis paralysis” comes to mind. Research, managing with facts, understanding competitive landscape is critical. But **don't wait so long that you actually miss the market.** Some decisions have to be made without anticipating 100% of the risks.



Have Fun



We spend so many of our waking hours at work and with people at work. **Laughter, joking, asking about people's passions, hobbies, families and showing more of yourself through storytelling about your personal life goes a long way. It also breeds trust and shows your authentic self.**

Glass Half Full/Can-Do Attitude



Glass half full... leading with the power of positivity. I spoke with someone a few weeks ago on a Thursday and he said happy mini-Friday. It made me smile and put me in a good mood.

Having a can-do attitude... It's that vibe of "got it" "on it." You come across as on board, willing to chip in, volunteer to take an extra project and share your knowledge for the good of the team. You will go far if you can master this.