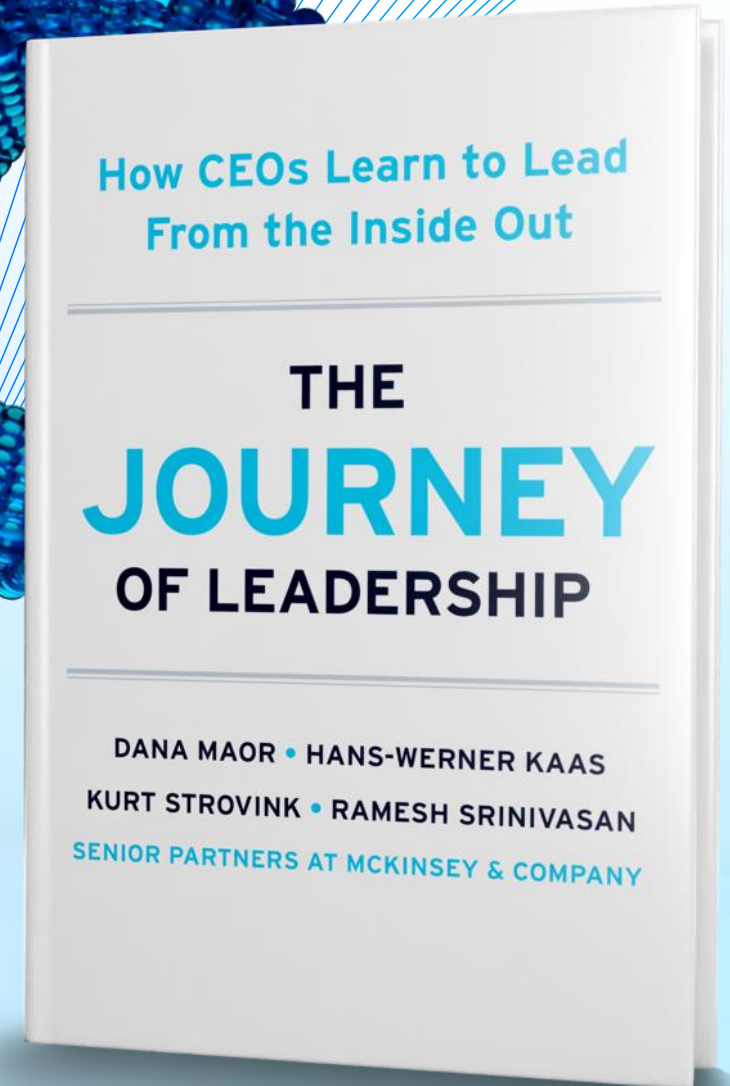


The Journey of Leadership in the age of AI

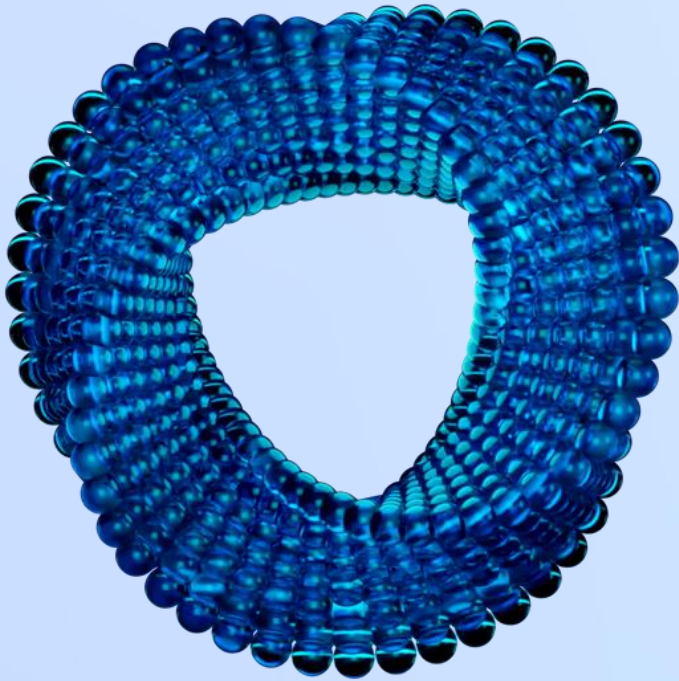
A human-centric leadership approach focused
on individual and collective transformation

Firstsource CXO Summit Americas

February 21, 2025



The first set of behaviors focuses on the inner life of leaders



Humility

You're the not the smartest person in the room

Vulnerability

It's okay to be yourself

Confidence

You really do belong here

Resilience

So, you failed. Now what?

Selflessness

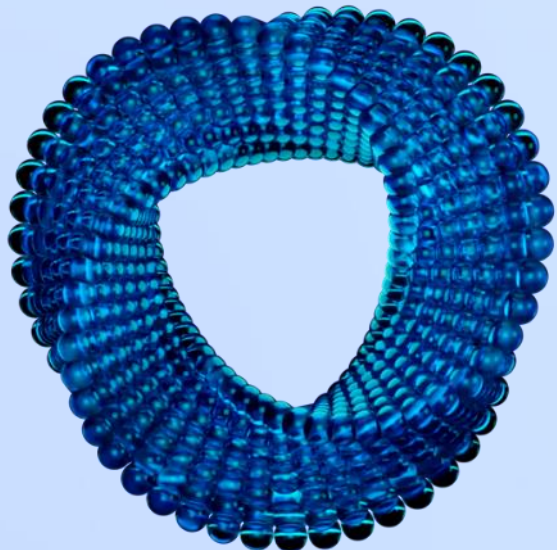
Stop trying to prove yourself

Versatility

Learn to be agile

The second set of behaviors focuses on leading teams and organizations

- Leading teams
- Leading organizations



**Inspire
boldness**

Take fear out
of the driver's
seat

**Encourage
truth telling**

Everyone keeps
things from
the boss

**Empower
people**

Control is
an illusion

**Adopt
fearless
learning**

Practice making
mistakes

**Embed
purpose**

The impossible
begins with you

**Instill
empathy**

For people
to care, show
them you care



Michael Fisher

Former CEO
Cincinnati Children's Hospital
Medical Center

“

**It's tough to balance
being vulnerable with
keeping your influence.**

But we're human beings, and people want to work with real people who are transparent, authentic, and who role model the behaviors and values of the team and institution.



Claire
Babineaux-
Fontenot
CEO
Feeding America

“

The most impactful education that I received was not in the classroom but at home where

**I learned to take
responsibility for
my own success.**



**Frank
D'Souza**

former CEO
Cognizant

“

The ritual of having customers show up at the board sent a powerful message throughout the organization that the board took seriously how we treated our customers.

**The customer
became our true
north.**

Questions?



[Learn more](#)

