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business. Listening well. Leaders who take organizational conversation seriously know when to stop talking and start listening. Few behaviors enhance conversational intimacy as much as attending to what people say. True attentiveness signals respect for people of all ranks and roles, a sense of curiosity, and even a degree of humility.

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ministration at the Harvard Business School in Boston, Massachusetts. Her research focuses on organizational innovation, technology strategy, and the commercialization of new ideas.

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In Harvard Business Review on leadership (pp. 37-60). Boston: Harvard Business School Press.

Mintzberg, H. (1998). Retrospective commentary on the manager's job: Folklore and fact. In Harvard Business Review on leadership (pp. 29-32). Boston: Harvard Business School Press. Northouse, P. G. (2010).

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