

**EMPOWERMENT IS TROUBLESOME.  
THE USE OF POWER AT THE TOP  
OR ON THE FRONT-LINE IS A CRUDE WAY  
TO GET THINGS DONE.  
CEOS INTUITIVELY KNOW THIS  
AND HESITATE TO EMPOWER.  
WE MUST FOCUS ON LEARNING HOW TO INFLUENCE  
ONE ANOTHER WITH INFORMATION  
RATHER THAN POWER.**

*WILL PHILLIPS*