



You Have No Idea How Important You Are

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#FLCities2018



What we do with our formal authority . . .

Affects the policy direction of the city



How we conduct ourselves in office . . .

- Affects the morale and performance of city employees
- Burnishes or tarnishes the reputation of the city
- Inspires or discourages community members



The Power in How We Serve





Trust and Confidence



Trust is Reciprocal



Trusted Employees . . .

- Perform at a higher level
- Put in extra effort
- Stay with the organization



Communicating Trust



- Give up control
- Share information



#1 Build confidence by showing trust and confidence



In recognition of those boys who by their actions are attempting to use wisely their God-given abilities; and who by their behavior have in an outstanding manner contributed to making Camp Chickagami a better experience for themselves and for others. From the entire staff for participation in the best traditions of Camp Chickagami . . .

THE *Camp Chickagami*
Honor Award is presented to

SCOTT PAINE

Date July 28, 1967

Robert J. Ouellette
Director



Sincere expressions of appreciation . . .

- Increase employee productivity
- Increase job satisfaction
- Foster an appreciative culture



Being appreciative will make *you* . . .

- Physically healthier
- Emotionally more resilient



Communicating Appreciation

- Be specific
- Be authentic
- Be sensitive to the individual's comfort



#2 Foster an appreciative culture
by showing appreciation



Attending Events

Think of an event you have attended as a municipal official. Not a major event, and not one attendees would have expected you to attend.

Share with someone sitting next to you (and listen to them share) a story about attending such an event. Specifically, share how people responded to your attendance both during and after the event.





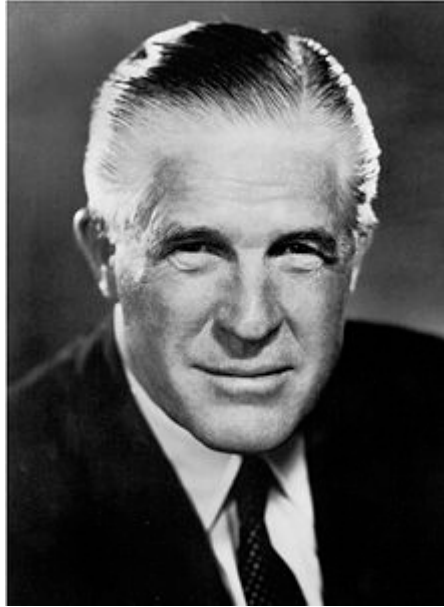
Communicating Esteem

- Time and attention are gifts we give others
- Even small amounts of these gifts impart esteem to others



#3 Enhance self-esteem by gifting others with your time and attention





George Romney



J. Michael Kemp



Providing Inspiration

- Election to public office lends prominence
- People look to prominent people for inspiration



People are inspired . . .

By the great things others do . . .

And, probably more often, by the
small things others do



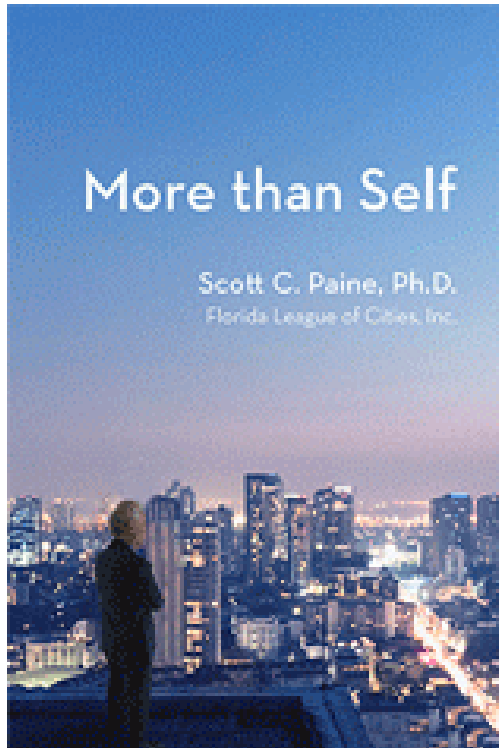


*Great things are done
by a series of small things
brought together*

Vincent Van Gogh

And Inspire Others To #4 Do Great Things





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