

Developing Good Leadership Skills

Building Trust, Impact & Character

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Leadership for Public Service

Building Trust, Impact & Character

9:00 AM – 12:00 PM | Elected Officials & Municipal Leaders

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What We'll Explore Today

- **Foundation:** What leadership means in public service
- **Core Laws:** Three timeless principles from John Maxwell
- **Your Role:** How you show up shapes what people see
- **Action:** One commitment you'll make before leaving

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Why Leadership in Government Matters Differently

You lead with public trust as your only real currency. Citizens don't follow because you have authority—they follow because they believe in you.

- Every decision is transparent and scrutinized
- You model integrity, not titles
- Your character either builds or breaks community confidence

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Law #1: The Law of Solid Ground

"Trust is the foundation of leadership."

Character, integrity, and discipline are earned—not given with a title. Without trust, people comply; with trust, people commit.

In government: You earn trust by being consistent, honest about what you don't know, and following through on what you say.

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Law #2: The Law of Influence

"Leadership is influence—nothing more, nothing less."

People follow your behavior, not your job title. What you do speaks louder than what you say or decide.

In government: How you listen in a council meeting, how you talk about staff, how you handle a public complaint—that teaches people what you value.

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Law #3: The Law of Addition

"A leader adds value to others by serving them."

Leadership is not about your position or advancement—it's about making the people you lead better, stronger, and more capable.

In government: Ask "How can I clear obstacles for my staff?" and "How can I help citizens solve their real problems?"

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REFLECTION EXERCISE (5 minutes)

Think of a leader you respect—in or outside government.
What did they do that made you want to follow?

You'll share one word describing that quality.

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What Picture Are You Painting?

Every day, in council chambers, department meetings, and community events, you show citizens and staff what your leadership values:

- Do you listen or interrupt?
- Do you blame or own outcomes?
- Do you build up staff publicly or privately criticize?

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Three Practices This Month

- **Pause & Reflect:** After key meetings, ask "What did my behavior teach?"
- **Listen First:** In your next town hall or staff meeting, listen more than you speak
- **Add Value:** Find one obstacle you can remove for a staff member or citizen

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15-Minute Break

Resume at 10:15 AM

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Real Scenario: The Budget Conflict

Your council is divided on infrastructure spending. Staff feels caught between factions. The media is watching.

Which law do you apply? What do you do first?

Small group discussion: 10 minutes

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Your Commitment (Before You Leave)

Choose ONE behavior you will change or strengthen in the next 30 days:

- One conversation style I'll adjust
- One person I'll invest in or listen to differently
- One visible way I'll model the change I want to see

Write it down. Tell one peer. Report back in 30 days.

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Leadership Starts With You

Trust. Influence. Adding Value.

Thank You

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