

Resource: 10 in 10 Servant Leadership Archive

FROM SGR'S 10 IN 10 NEWSLETTER



What is the 10 in 10?

Each week, our CEO, Ron Holifield, selects 10 articles that emphasize one of the 12 core principles of authentic servant leadership. This is designed to help shape a more healthy organizational culture within local governments. Each article is selected with local government in mind and emphasizes the issues that we all face working in public service and may be relevant and applicable to many or all levels of your organization.

How to Use This Archive

If you are looking to supplement normal training topics with relevant discussion on a given topic, these archived articles can be a great resource as you work to shape your own culture of authentic servant leadership! Although they can be used in a variety of ways, they may be most beneficial in spurring small group discussion during team meetings or live training sessions, or even by being added as supplemental reading to existing online training courses.

Core principles of Servant Leadership include:

- Listening
- Empathy
- Nurture the Spirit
- Building Community
- Healing
- Awareness
- Calling
- Conceptualization
- Foresight
- Persuasion
- Growth of People
- Stewardship

Each article listed in the archive includes the title of the article and the date the article appeared in SGR's 10 in 10 newsletter. Click on the blue hyperlinked title to view the full article.

MEET LISSA BARKER

[Bedford 'Library of Things' Lends Power Tools, More](#)

This is a truly cool approach to rethinking the ways that libraries help build community. For more information, contact Library Director Maria Redburn. - 3/17/20

[Reduce Stress at Work and Prevent Burnout — a Psychologist Explains How](#)

Tackling burnout is the responsibility of both organizations and their employees. - 3/17/20

[The Smart Move: We Learn More by Trusting Than by Not Trusting](#)

Interpersonal trust, a measure of whether people think others are in general trustworthy, is at its lowest in nearly 50 years. SGR's management team workshops will help your organization build and maintain a high level of interpersonal trust. For more information, contact SGR's President of Servant Leadership Implementation & Executive Coaching, Mike Mowery. - 3/17/20

[5 Questions the Most Interesting People Will Always Ask in Conversations](#)

Get beyond the dreaded small talk and have the kind of captivating conversations that will attract others to your social circle by shifting your focus from yourself to others. - 3/17/20

[These Are the Four Essential Qualities You Need to Be an Effective Leader](#)

The critical question should not be what you need to become a leader, but what you need to be someone who can be a positive influence for change. - 3/17/20

[The 7 Deadliest Career Mistakes](#)

Here are seven of the deadliest career mistakes that you could be making and how to fix them. Once you've fixed them, check out SGR's [Resources for Candidates](#) to help you become a more successful candidate. - 3/17/20

[Storytelling Is a Powerful Communication Tool — Here's How to Use It. From TED](#)

TED head curator Chris Anderson provides us with some storytelling dos and don'ts. - 3/17/20

[The Leader's Secret Weapon: Listening](#)

Great leaders are invariably intent listeners, but they still need to make the practice a priority. - 3/17/20

MEET MIKE TANNER

[Want to Take Better Notes? Ditch the Laptop for a Pen and Paper, Says Science](#)

New research might have you reconsidering that old school pen and paper if you want to remember more of your notes. - 3/10/20

[Do This One Simple Thing to Be Happier](#)

Introducing small moments of joy into your life may be the key to long-term happiness. - 3/10/20

[Creative Burnout is Inevitable. I Recently Took a Different Approach to Overcome It — and It Worked](#)

10 in 10 SUBSCRIPTION

We'd love to have you join our 10 in 10 community. [Sign up here!](#)

ADD ARTICLES TO THE LMS

Inside the course titled "Resource: 10 in 10 Servant Leadership Archive" that you opened to access this doc, there is also a module titled "Instructions for Adding 10 in 10 Articles to the LMS".

This module's description includes instructions for adding 10 in 10 articles (or any other links) to your LMS.

Don't hesitate to give our [LMS Team](#) a shout at if you have any further questions!

RECOMMEND ARTICLES

Have an article you'd like to share? [Send it to us](#), and we'll consider it for an upcoming newsletter!

Mental, physical, and emotional stress can lead to burnout syndrome—a condition that is so widespread, that it has been recognized by the World Health Organization as an “occupational phenomenon.” The best way to treat it may be simpler than you think.- 3/10/20

[Five Daily Habits to Reduce Your Stress at Work](#)

Doing more in less time and the pressure to be connected 24/7 just to keep pace with increasing demands is leading to rising levels of stress in our lives. Here are five tips for reducing stress and combatting burnout.- 3/10/20

[The Surprising Habits of Original Thinkers](#)

In this talk, learn three unexpected habits of creative, original thinkers—including embracing failure.- 3/10/20

[Leading and Succeeding in the Gray-Zone](#)

Learning to lead in the “gray-zone”—spaces that exist somewhere between functional, divisional, or positional boundaries—inside organizations is a great approach for creating value, standing out, and getting ahead in your career.- 3/10/20

[Research: It Pays to Be Yourself](#)

Want to make a positive first impression? Try being yourself instead of catering to another person’s interests and expectations.- 3/10/20

[Warren Buffett Says 3 Decisions in Life Separate High Achievers from Mere Dreamers](#)

Warren Buffet tells you what your eighth-grade teacher could have told you. And since he is the third-richest man in the universe, you should listen.- 3/10/20

MEET JENNIFER BROHIMER

[Pasco Podcast with County Administrator Dan Biles](#)

Pasco County, Florida, County Manager Dan Biles has started a podcast that is targeted at the organization's employees to discuss leadership issues. Check out this great strategy for employee engagement and development. - 2/4/20

[Core Values Are Vital to Your Company's Success in More Ways Than You Might Think](#)

A business without values is like a ship without a rudder. Leaders who establish and stick by strong company values will never get lost at sea. If you are interested in SGR assisting with an organizational values workshop for your organization, contact [Mike Mowery](#), President, Servant Leadership Implementation & Executive Coaching, for more information. - 2/4/20

[5 Tips That Will Make You Love PowerPoint — No, Seriously](#)

Want to jazz up your stale PowerPoint presentations? Here are five tips to capture and hold your audience's attention. - 2/4/20

[The Coming Era of 'On-Demand' Marketing](#)

Emerging technologies are poised to personalize the consumer experience radically—in real-time and almost everywhere. It's not too early to prepare. While this article focuses on the private sector, there are huge implications for customer service in local government. - 2/4/20

[Libraries Have Always Been a Sanctuary for Me. Here Are 9 Reasons I Love Them So Much](#)

From tiny, cozy elementary school libraries to large, tech-driven public libraries with makerspaces and 3D printers, libraries are sanctuaries that provide us with free, easy access to information and technology and foster a sense of community, even in large cities. - 2/4/20

[Success is a Lifestyle Not a Destination](#)

Are you traveling the long, difficult road to success in the hopes that you'll find happiness at the end of your journey or are you making success a part of your daily life? - 2/4/20

[Leadership: Do It Naturally or Do It Wrong](#)

Here are three ways you may be doing leadership wrong. - 2/4/20

[Effective Leaders Understand the Need to Create an Emotional Connection to Strategy](#)

Leaders and their management teams often struggle with strategy. In the process, they may overlook the importance of creating the emotional connection to strategy that is essential for success. - 2/4/20

GUEST CURATOR SARAH SPURLOCK

[How to Succeed at Developing the Women on Your Team](#)

Acknowledge that the playing field is not level for professional women; uncover and fix the gaps. The benefits of developing women on your team will far exceed the effort to do so. - 2/25/20

[Leaders Look Weak When They Use These 15 Phrases](#)

Verbal qualifiers, or splitters, are phrases that make leaders look weak. They enable us to avoid taking a verbal stand and demonstrate a lack of confidence. - 2/25/20

[Lead By Responding](#)

People who reach out to you need something; the sooner you can respond, the sooner they can get on with their work. And the more they will appreciate it and you. - 2/25/20

[Pause to Lead Better](#)

As leaders, we can only control how we respond and react to other people. The discipline of pause is about becoming more intentional and disciplined about the one absolute power we have as leaders. - 2/25/20

[Getting Personal About Change](#)

Executives at companies that took the time and trouble to address mind sets were four times more likely than those that didn't to rate their change programs as at least "successful." Moving from the giving - customers - what - they - want mind - set to helping them fully understand what they really need reflects a move from subordinate to peer. - 2/25/20

[How to Shift from Asking for Trust to Being Trustworthy](#)

Trust can only be given, and if it's manipulated, you'll end up losing it. If you focus on creating conditions in which people can feel safe and secure, then it's possible that over time you'll see trust develop. - 2/25/20

[10 Magic Phrases that Will Make You a Better Leader](#)

Being a great leader isn't rocket science. Add some powerful phrases to your vocabulary that will engage, motivate, and inspire others. - 2/25/20

[Stop Asking. 'Can I Pick Your Brain?' Harvard Researchers Say This is How Successful People Ask for Advice](#)

The whole advice interaction between giver and receiver is an art that requires emotional intelligence, self-awareness, restraint, diplomacy, and patience. If the exchange goes well, both parties benefit, if it doesn't, it can lead to frustration, subpar solutions, and frayed relationships. - 2/25/20

MEET DOUG THOMAS

[5 Traits That Create Positive Energy No Matter What's Going on in Your Life](#)

When you're truly activated—filled with high levels of positive energy—you want to activate others. Here are five core values you should follow if you're looking to have high levels of positive energy. - 2/18/20

[Extreme Ways CEOs Are Testing Soft Skills in Job Interviews](#)

From paying candidates not to work for them to asking them to drive the CEO's car, employers are finding unique ways to test a prospective employee's soft skills. - 2/18/20

[Fort Worth Public Library Now Age- and Dementia-Friendly](#)

Accommodating people with dementia is a growing need as the population ages. The social activity people experience while out and about is important, and public gathering places are a crucial part of that process. The Fort Worth, Texas, Public Library is strengthening public engagement and improving customer service by making their branches more welcoming to patrons with dementia. - 2/18/20

[Grand Prairie Police Department First In Texas To Offer Inmates Virtual Visitation](#)

The Grand Prairie, Texas, Police Department is now the first municipal lock-up facility in the state to offer inmates virtual visitation. This provides the opportunity, for the first time ever, for minors to visit their incarcerated parents. - 2/18/20

[How to Be an Empathetic Leader](#)

Many people view displaying empathy as a weakness. But at its core, empathy is a valued leadership skill that allows you to create bonds of trust with those you lead. - 2/18/20

[Intent-Based Leadership](#)

Great leaders don't have to give orders if they build a great team and trust team members to make great decisions without being told what to do. In this video, Captain David Marquet imagines a workplace where everyone engages and contributes their full intellectual capacity, a place where people are healthier and happier because they have more control over their work—a place where everyone is a leader. - 2/18/20

[Signaling: The Language Peacocks, Gazelles, and Humans All Speak](#)

Signaling and countersignaling are hidden methods of communicating with each other. We do it all the time as a way to “prove” we are who and what we claim to be. This article discusses the origins of signaling, how it works, some of the many ways we use it, and the situations in which it doesn't work. - 2/18/20

[The Body Language Of Collaborative Leaders](#)

Our brains are hardwired to respond instantly to nonverbal cues. That circuitry was put in place a long time ago by our ancient ancestors who faced threats very different from those we face in modern society. Today, our brains are always on the alert for potential threats to our ego, self-esteem, and identity. This is why collaborative leaders need to be aware of their body language. - 2/18/20

GUEST CURATOR ALAN ROSEN

As part of its mission to provide local governments with critical information to assist communities, SGR is closely following the Novel Coronavirus (2019 - nCoV) outbreak. SGR is providing [up-to-date information and resources on our website](#). SGR's updated 2009 H1N1 Pandemic Influenza Planning Manual, revised with Continuity of Operations Plan (COOP) components that address emerging pathogens capable of causing a pandemic, will be available soon. - 2/4/20

[The 13 Questions Google Asks About Its Managers When It Gathers Employee Feedback](#)

Google asks its employees to complete a 13 - question survey to provide feedback on manager performance. Only one of these questions focuses on technical competency while the majority focus on how the manager performs as a caring human being. This reminds me of the quote, "People don't care how much you know until they know how much you care." - 2/4/20

[How to Beat the Transformation Odds](#)

Local governments cope with change every day. From large, risky projects, like implementing a new Enterprise Resource Planning (ERP) system, to something seemingly as simple as changing a break - room snack machine from dispensing candies to healthy snacks. Unfortunately, these changes can frustrate and alienate employees. With proper and constant communication, we can increase our chances of success significantly. - 2/4/20

[Foresight Resources as a Key Success Factor](#)

Foresight is key in leading your organization forward instead of falling behind in stagnation. But how do you create an organization that harnesses foresight? This article provides some practical information on how to implement a "foresight program." - 2/4/20

[Do Plastic Bag Taxes or Bans Curb Waste? 400 Cities and States Tried It Out](#)

Leading the country in a different direction for the good of the environment or its residents often starts at the local level and often involves economic incentives to change behavior. The movement to reduce single - use plastics is no different. To accomplish change, many governments are harnessing the power of stewardship. - 2/4/20

[The #1 Life Skill for Success You Were Never Taught](#)

Self-awareness and awareness of others is one key to effectively managing people through rough situations. Knowing how you and others react to stress will help navigate difficult waters. Carey Davidson, the Founder of Tournesol Wellness, explores this idea through a personal situation she encountered with her daughter. - 2/4/20

[How To Persuade People To Be Safe](#)

Keeping people safe at work is not only good for your employees, it's good for the bottom line. But many times, people skip safety procedures because of a rebellious spirit or due to expediency. This article describes how persuasion can be used to keep your organization safe. - 2/4/20

[To Coach Junior Employees, Start with 4 Conversations](#)

Coaching employees has become an important aspect of increasing employee performance and success. In this article, Jerry Connor discusses four important conversations leaders should have, especially with those

who are new to the workforce, that will help put them on the path to success. - 2/4/20

MEET WENDLE MEDFORD

[The San Francisco 49ers Are Heading to the Super Bowl Thanks in Part to a Tactic Learned in a Stanford Management Class](#)

The implementation of a vision statement is a powerful leadership tactic that gets results—and the 49ers are reaping the rewards.- 1/28/20

[How to Read 50 Books a Year \(Without Really Trying\)](#)

This article offers a great strategy for learning through reading books, year-round. Don't have time to read? Let Randy Mayeux read them for you! Contact [Marlie Eyre](#), Manager of Training & Leadership Development, to schedule SGR's Executive Book Briefings for your readership team. - 1/28/20

[Making Change That Matters In a Fast- Changing World](#)

Being a responsible corporate citizen is more than just good business practice—it helps make society stronger. Here's how companies are infusing their power with purpose.- 1/28/20

[Help Wanted: Too Many Jobs and Not Enough Workers in Most States](#)

In this country, there are 39 states where there are more jobs than people searching for them, and it is creating a serious talent recruitment challenge. Check out [SGRecruiter](#) as an inexpensive and effective strategy to find passive candidates. Contact [Lori Philyaw](#), Managing Director of Digital Services, for more information. - 1/28/20

[The Mindsets and Practices of Excellent CEOs](#)

The CEO's job is as difficult as it is important. Here is a guide to how the best CEOs think and act.- 1/28/20

[Scorecard Shows Impact of Flower Mound's Incentive Agreements](#)

The economic development department for the [Town of Flower Mound, Texas](#), recently finished consolidating and streamlining data that provides an "economic scorecard" for incentive deals the town has approved to lure in businesses.- 1/28/20

[Lenexa May Become First City to Implement Large- Scale Smart Pavement Project](#)

The [City of Lenexa, Kansas](#), may become the first place in the country to showcase the real- world application of major smart infrastructure technologies. - 1/28/20

[Simple Strategies To Enhance Your Work- Life Balance](#)

Did you know work- life balance is one of the top predictors of job satisfaction? Here are three strategies to create a foundation of balance that will serve you well throughout your career. - 1/28/20

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - DIANNE COSTA Board Chair of DCTA and RAYMOND SUAREZ CEO of DCTA

[How You Dress at Work Is Way More Important Than You Think](#)

How you dress at work sends a number of signals about how you view the environment, how much respect you have for your work and yourself, what groups you identify with, and where you think you belong. - 1/21/20

[3 Ways to Boost Your Performance at Work, According to a Sleep Expert](#)

There are many research studies that show that sleep, if mismanaged, can hit you hard later on when the damage is already done — and have a

significant impact on your job performance. Here are three things you can do to improve your sleeping habits and boost your work performance. - 1/21/20

[The One Uncomfortable Feeling You Must Experience In Order To Be Successful](#)

Contrary to conventional wisdom, success depends less on the virtues of talent and drive than it does on one's ability to withstand uncertainty. - 1/21/20

[“Where Does This Bus Go?”](#)

Here are three ways leaders can bring employees on board and get them headed in the right direction. - 1/21/20

[18 Things You Need To Give Up To Become A High- Achieving Person](#)

A secret about success is that it is just as much about what you give up as what you gain. Here are 18 things you should give up to become a high achiever. - 1/21/20

[Emotional Intelligence Test](#)

Psychology Today has provided a free emotional intelligence assessment. The high- level overview of your results is free, and a detailed report is available at an additional cost. - 1/21/20

[This Is the Investment Warren Buffett Says Every College Graduate Should Make](#)

Here are five habits from Warren Buffet that every college graduate should practice. - 1/21/20

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - MATT MUELLER Town Manager Little Elm, Texas

[How to Double the Odds that Your Change Program Will Succeed](#)

This fascinating podcast examines how executives can successfully implement large- scale organizational changes. - 1/14/20

[Why You Should Think About Being a Good Ancestor — And 3 Ways to Start Doing It](#)

Here are three key practices that will help you gain foresight in a culture that encourages instant gratification and help ensure a better future for generations to come. - 1/14/20

[Inside the Bizarre World of Internet Trolls and Propagandists](#)

In this TED Talk, journalist Andrew Marantz takes you down the rabbit hole of online misinformation and propaganda and discusses ways to make the internet a less toxic place. - 1/14/20

[You Don't Need to Leave Your Hometown to start a Great Business](#)

Increasingly, entrepreneurs are avoiding the "startup migration" and high operating costs of big cities by returning to their roots to build businesses—a trend that can have a significant impact on local economic development efforts. - 1/14/20

[How to Stop Worrying Right Now](#)

Did you know that 40 million adults in the U.S. have some kind of anxiety disorder? Here are four actions you can take that will help you stop wasting time, energy, and productivity on worrying.- 1/14/20

[CEO Succession Starts With This One Important Thing](#)

Strong leadership is critical to any organization's long- term prospects.

The best way to ensure strong leadership in the future is to establish a sound succession process. - 1/14/20

[4 Common Mistakes Public Speakers Make](#)

Here are four common mistakes that professional speakers make and helpful tips for avoiding them. - 1/14/20

[As an Executive Onboarding Into a New Role, Engage Intellectually, Emotionally and Practically – In That Order](#)

Forty percent of new leaders fail in their first 18 months because of poor fit, poor delivery, or difficulty adapting to change. Following this simple process as you transition into a new role will increase your chances of success. - 1/14/20

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - SHAIN HUNN Assistant Fire Chief Celina, Texas

[The Mindsets and Practices of Excellent CEOs](#)

A CEO's job is as difficult as it is important. Learn these valuable mindsets and practices from excellent CEOs that can help you better apply your time and energy to achieving your goals. - 1/7/20

[8 Tips to Help You Stick to Your Game Plan and Finally Reach Your Goals](#)

Following through can help turn a goal into an achievable action. - 1/7/20

[How To Make Your Arguments Stronger \(Hint: Longer Is Not The Answer\)](#)

Receiving too much information can interfere with our ability to process it. To avoid the "dilution effect," let brevity be your guide. - 1/7/20

[1 Secrets Of Irresistible People](#)

Finding depth in everyday conversations with others lets them know you genuinely care. - 1/7/20

[How to Hold People Accountable When You'd Rather Eat a Worm](#)

"Accountability; it's not only what we do, but also what we do not do, for which we are accountable." —Moliere - 1/7/20

[12 Things That Can Really Influence What People Think of You](#)

It's the little things we do that can make the biggest impression on others. - 1/7/20

[Science Says Kindness Can Make You a Better Leader. Here Are 3 Reasons](#)

Being kind to others makes us happier, but can we disagree and still be kind? - 1/7/20

[Plano Animal Shelter Uses Facial Recognition App To Reunite Owners With Lost Pets](#)

The [City of Plano, Texas](#), recently teamed up with Finding Rover, a service that uses facial recognition technology to help reunite owners with their pets. - 1/7/20

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - CHRIS SHORTER

[The Ultimate Guide To Winning Your White Elephant Gift Exchange Using Game Theory](#)

White elephant gift exchanges, Yankee swaps, dirty Santa—no matter

what you call them, these games are a fun alternative to the old office staple “secret Santa.” Here are some tips that will help you snag the best gift. - 12/17/19

[Ideas We Should Steal Festival 2019: City Workers As Problem Solvers](#)

The key to making cities work better for everyone is simple: empower your employees. - 12/17/19

[5 Powerful Rhetorical Devices That Make People Remember What You Say](#)

Here are five rhetorical devices that will make you the most persuasive person in the room. - 12/17/19

[How to Talk About Politics Constructively](#)

We live in an age in which it's very difficult to avoid conversations about politics because nearly everything has become political. How can we move past this barrier to keep communication civilized, even with those with whom we disagree? - 12/17/19

[5 Habits That Keep Your Brain Young](#)

Aging is inevitable. Some weather the changes better than others. Practicing these five tips can help keep your mind young as your body ages. - 12/17/19

[6 Things Bad Managers Will Fear but Great Leaders Will Do](#)

According to recent research, employees most often lose their passion for work because of how they are treated. If you want to keep your staff engaged, show them that they are appreciated and valuable members of the team. - 12/17/19

[City Employees Test Out New 'Bring Your Baby to Work' Program](#)

In response to the childcare crisis, Traverse City, Michigan, is testing a pilot program allowing babies in the workplace. - 12/17/19

[The 5 Biggest Myths About Meaningful Work](#)

For many of us, meaningful work feels like a pipe dream but reevaluating our view of what meaningful work actually is can make it more attainable than you think. - 12/17/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - PATRICK SKINNER

[Our Scarlet Blue Wounds](#)

If you are looking for the perfect Christmas gift, check out the powerful book of poetry [Our Scarlet Blue Wounds](#) by Emmett Wheatfall, former Assistant County Manager of Clackamas County, Oregon. It is powerful and moving, an excellent Christmas gift, and definitely worth being on your own bookshelf. Oregon's poet laureate praises it for helping us “consider what this country is and what our times require...” - 12/10/19

[How to Reap Big Returns from Meetings that are Just 10 to 15 Minutes Long](#)

Learn how highly focused and short meetings can have a tremendously positive impact and yield major results. - 12/10/19

[How to Master the Seven-Step Problem-Solving Process](#)

Structured problem solving can enhance a team's ability to think through and come up with an optimal course of action to address any complex challenge. - 12/10/19

[Houston's Pocket Prairies: Natural Solutions to Unnatural Flooding](#)

With their ability to retain significantly more water during heavy rain events than residential and commercial land, pocket prairies are becoming a natural solution to address urban flooding. - 12/10/19

[Be the Most Persuasive Person in the Room: Nine Things Highly Persuasive People Always Do, According to Science](#)

Successful people are extremely good at persuading others. Learn how you can become persuasive in a more genuine and authentic way. - 12/10/19

[Raise a Glass to the Fort Worth Library's New Book Club](#)

Raise a glass to Fort Worth Public Library's new book club that offers a unique approach to engaging and cultivating a community of readers. - 12/10/19

[2020 Sony World Photography Awards](#)

For a short "awe" break, take a look at these 2020 Sony World Photography Award entries. - 12/10/19

[How to Build a Team That Resolves Conflict Effectively](#)

Learn six simple techniques to foster healthy conflict resolution within your organization. - 12/10/19

GUEST CURATOR - MIKE ABEL

[21 Leadership and Customer Service Tips from Author Ken Blanchard](#) -

American culture is sometimes at odds with the characteristics leaders must exhibit to effectively bond their organization into a team. Effective, sustainable leadership requires building trust and empowering all members of the organization to take responsibility for successful organizational outcomes. - 12/3/19

['Chief Storytellers': The Newest City Trend?](#) -

The traditional method of communicating information isn't always applicable to the audience's personal experience and may not be an effective means of transmitting information to citizens. Storytelling is an effective method to ensure your message is fully heard and understood, as well as a wonderful process to bond people who have common experiences. - 12/3/19

[Making a Big Change? Avoid These Four Common Leadership Mistakes](#) -

Long - term, effective decision making takes more time than unilateral command decisions. However, involving and gaining staff and stakeholder ownership of decisions will ensure long - term effectiveness after the decision is implemented. - 12/3/19

[The Key Trait That Will Make You An Exceptional Leader](#) -

Building trust through compassionate leadership will increase employee commitment and their willingness to overcome self - interest when necessary in order to get the job done. - 12/3/19

[Preaching Faith in Democracy](#) -

Building community through civic engagement is an important challenge faced by appointed and elected municipal leaders. With civic society psychologically separating from government, leaders must find new ways to engage the citizens they serve. A new model that structures civic engagement like religious services has been found to be effective in large and small cities and is spreading across the U.S. - 12/3/19

[Leadership Skills for the Complex Adaptive Organization](#) -

The provision of human services in the 21st century is increasingly the responsibility of local government and requires collaboration with diverse organizations. Traditional hierarchical organizations, with their command and control

leadership, must make the transition to adaptive organizations led by those who build community coalitions and empower employees to use their initiative.- 12/3/19

[Improving Work- Life Balance By Turning The Tide On Presenteeism](#) - Many boomers believe that working long hours is a required attribute for effective management and leadership. Having employed many Gen X and millennial managers who desire a better work- life balance, however, I noticed they were able to accomplish their work effectively and on- time without putting in those long hours. Setting a healthy work- life balance for employees is a necessity in an era of societal and organizational change. - 12/3/19

[Leadership Lessons From General George C. Marshall](#) - Transformative leadership, or leadership that motivates people to individually and collectively strive to attain a vision that transcends the individual's needs and goals, is exemplified by General George Marshall. His example of leadership includes collaborative leadership, speaking truth to power, setting a vision, and empowering others and is a perfect model for public and private leaders in the 21st century. - 12/3/19

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - REGGIE FREEMAN

[WKRP in Cincinnati "As God is my witness. I thought turkeys could fly" Thanksgiving Episode](#) - Sit back, relax, and watch this hilarious clip from the greatest Thanksgiving episode in the history of television. - 11/26/19

[Want to Really Connect at Your Next Family Gathering? Try This.](#) - Storytelling around the Thanksgiving table can be a great way for family members to connect. In this article, facilitator Priya Parker shares a simple trick to keep these stories fresh and engaging. - 11/26/19

[This House Costs Just \\$20,000 — But It's Nicer Than Yours](#) - From mortgages to zoning laws, [Rural Studio's](#) \$20,000 house has such an innovative design that it is radically changing the entire housing system. - 11/26/19

[The 6 Best Techniques for Communicating Clearly and Persuasively According to a Speechwriter for Top CEOs](#) - Whether you're giving a keynote to 9,000 people or presenting a recommendation to nine people, communication skills matter. These six tips will help you hone your communication skills so you can present effectively to small and large audiences. - 11/26/19

[The 'Why' Behind Our Work: What Is 'Purpose,' And Do We Need It?](#) - Did you know that 9 in 10 workers would take a pay cut if it meant having the opportunity to participate in more purposeful work? This article explores the ways in which shifting employee perceptions can provide a greater sense of purpose and improve engagement. - 11/26/19

[Grapevine Debuts New Library on Wheels Soon to Be Seen Around Town](#) - Grapevine Resources on Wheels (G.R.O.W.), a new mobile library serving the community of Grapevine, Texas, was unveiled at a ribbon-cutting event on September 26. Guests were invited to explore the inside of the bus, learn about programs and services, and experience the library firsthand. - 11/26/19

[10 Habits of the Most Confident People](#) - Developing and improving your confidence can help you shift from a "negative" mindset to a "success"

mindset. Here are 10 habits you should adopt to give your confidence a boost and change your mindset. - 11/26/19

[Career Challenge: Build Stronger Relationships In 15 Days](#) - Current research shows that 85% of all jobs are filled through connections, and employees with friends at work are more likely to be engaged in their careers. Strong professional relationships play a key role in both hiring and engagement. However, networking can be a difficult path to navigate for some of us. - 11/26/19

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - MATT LEWIS & BILL SCHER

[Which of These Habits is Keeping You from Being a Great Communicator?](#)

- Here are five common emotional drivers that could be preventing you from being a great communicator. - 11/19/19

[3 Strategies to Change your Workplace Culture by Changing Your Meetings](#)

- Meetings can be a barometer for gauging how well organizations are doing in terms of productivity, innovation, and teamwork. These three simple steps can improve the creativity and overall culture in your organization. - 11/19/19

[5 Habits That Will Confirm You Were Born to Be a Leader](#) - Leadership is about serving people and building relationships. Here are five habits that every leader should practice to build authentic connections with others. - 11/19/19

[The Global Case for Customer Experience in Government](#) - Current research indicates that when government agencies offer a better customer experience, they improve their impact across multiple priorities. - 11/19/19

[The Public Sector Gets Serious About Customer Experience](#) - The importance of customer experience is growing everywhere. As customer expectations rise, government agencies are doubling down on improving service delivery in response to this trend. - 11/19/19

[The Art of Governing Through Questions](#) - Elected officials and other government leaders are tasked with putting out fires, both figuratively and literally, that have a direct impact on the lives of their citizens. Adaptive leadership can be useful when issues don't have easy solutions. - 11/19/19

[This Digital Sheriff Helps Cities Wrangle Airbnb Rules](#) - Airbnb - type rentals are popping up in residential neighborhoods across the country. This trend has left cities struggling to enforce rules for everything from problem party houses to investors buying up too many rental properties. - 11/19/19

[The Power to Think Ahead in a Reckless Age](#) - In this TED Talk, author Bina Venkataraman answers an important question of our time: How can we secure our future and do right by future generations? - 11/19/19

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - NOLAN SUNDERMAN

[A CEO's Guide to Gender Equality](#) - More leaders are committing

themselves to gender equality goals for their organizations, yet progress has been slow. This article utilizes information from multiple sources to provide insight into this complex issue. - 11/12/19

[Hundreds of Thousands of People Read Novels on Instagram. They May be the Future](#) - The New York Public Library released an experiment last year to put the full text of novels in its Instagram Stories. Now, it is estimated that 300,000 people are reading books this way. - 11/12/19

[Tired of Procrastinating? To Overcome It, Take the Time to Understand It](#) - You may often find yourself putting off work that needs to be done for a number of reasons. Our tendency to procrastinate is rooted in a very human need to feel competent and worthy. Here are three helpful tips to break the procrastination cycle. - 11/12/19

[The One Thing That's Likely Missing From Your Job Search Strategy](#) - Organizations committed to employee experiences are re-thinking the standard application process. While cover letters and referrals are an important part of any job search, self-care is just as essential to your job search strategy. - 11/12/19

[Why You Need to Make a 'When I Die' File—Before It's Too Late](#) - Putting together a “When I Die” file may be the single most important thing you can do before you die to save your loved ones incalculable time, money, and suffering. - 11/12/19

[5 Reasons Why Extreme Early Rising Can Be Beneficial For You](#) - We all need personal time to focus and reflect, but often do not find time to squeeze quiet time into our hectic schedules. Here are five reasons why extreme early rising can be beneficial for your state of mind. - 11/12/19

[Surround Yourself With People Who Want You to Succeed](#) - This article provides advice, tips, and insights from a real entrepreneur who has built a successful, innovative business. - 11/12/19

[Would You Drink Desalinated Seawater? Recycled Sewage Water? Get Ready to Find Out](#) - Drinking water is in short supply, but there are two largely untapped sources: the ocean and sewage. - 11/12/19

GUEST CURATOR - JILL SILVERBOARD

[Rediscovering the Learning Mind:](#)

[Why the Professional Development Path Leads to Success](#) - This article highlights the benefits and need for public managers to make continuous learning a priority. A key takeaway is that, as public managers, we must keep learning in order to spark new ways of thinking about old and new problems. - 11/5/19

[Design Leadership Programs that Succeed in 2019: 5 Top Trends in Leadership Development](#) - Each year FlashPoint explores upcoming leadership development trends and research to understand how we can better develop leaders. Here are the top five trends, based on 2018's research. - 11/5/19

[Servant Leadership: Why It Matters](#) - Servant leadership must begin with a conscious, committed choice to serve others, first. Here is a checklist of questions aimed at revealing whether we are truly servant leaders. It asks the question, "Are there more ways in which one's service to employees and stakeholders may be amplified?" - 11/5/19

[How Empathic and Active Listening Can Improve Workplace](#)

[Communication](#) - Empathic communication involves active listening, suspension of judgment, and time. As leaders, we must listen free of distractions and with patience to really hear others. - 11/5/19

[What Is Learning Agility, And How Do You Nurture It?](#) - The learning agile are people who know what to do in situations of uncertainty. As employers, we need to hire and develop agile learners that are equipped to deal with uncertainty and be comfortable with change. - 11/5/19

[7 Differences Between Being a Leader and a Manager](#) - You might assume all managers are the same until you find one who's a little different. This person isn't merely a manager—they're a leader. In some cases, the distinction between these two is all in how you see yourself as you lead others. - 11/5/19

[Work with People from Where They Are](#) - The best coaches consider the individual capacity of their team before considering specific approaches for development. They coach at an individual level, knowing that each person is unique. - 11/5/19

[Why "Burnout" Is Trending On Dictionary.com & How To Prevent It](#) - "Burnout" has been categorized as an occupational phenomenon by the World Health Organization and is now an official diagnosis. This article outlines 10 preventive mechanisms to help us identify and avoid burnout. - 11/5/19

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - COLLEEN MCMANUS

[The Great Vampire Epidemic of the 1720s](#) - To get into the spirit of Halloween, read about "The Great Vampire Epidemic" of the 1720s. - 10/29/19

[The Spy Who Came Home](#) - "The Spy Who Came Home" is a fascinating article about a CIA spy overseas who returned to his hometown and became a street cop with a true servant leader's heart for his community. - 10/29/19

[These 6 Pioneering Women Helped Create Modern Computers](#) - Did you know that the first general - purpose computer was actually programmed by a half - dozen female math whizzes? - 10/29/19

[Getting Personal About Change](#) - Leaders looking to successfully implement major changes in their organizations should consider the mind - sets and behaviors of employees. - 10/29/19

[4 Ways To Be More Confident At Work](#) - According to studies by Don Moore of Carnegie Mellon University, people are more likely to be swayed by confidence than expertise — and this may explain why swagger may get you promoted faster than experience and skills. Here are four ways to boost your confidence, without falling in to the "fake it 'til you make it" trap. - 10/29/19

[Always Adversarial: Why High - Conflict Leaders are On The Rise in Business and Politics](#) - High - conflict leaders — those who increase conflicts instead of resolving them — are on the rise. This article outlines three reasons why their numbers are growing in business, politics, and in organizations of all sizes across sectors. - 10/29/19

[The City of San Angelo is Giving Away 3,000 Free Water Conservation Kits](#)

- The City of San Angelo, Texas, is giving away 3,000 free water conservation kits on a first come, first served basis. - 10/29/19

[New Book from Former Dallas Officer Emphasizes Community Policing - Excellence in Policing: Simple Ways to Exceed Citizen Expectations in Every Encounter](#)

is a new book by Palestine, Texas, Chief of Police Andy Harvey that emphasizes community policing as the key to changing attitudes on both sides of the thin blue line. - 10/29/19

SGR LEADERSHIP CONFERENCE SPEAKER SPOTLIGHT - BRIAN CRAWFORD

["What I Wish I'd Known When I Started My Career": 11 Innovators Tell US](#)

- To achieve victories, one must overcome obstacles on the path to success. Eleven Ted Fellows provide insight into how to overcome these obstacles. - 10/22/19

[Grapevine Library Making History with Accommodations for Those with](#)

[Sensory Needs](#) - The Grapevine Public Library has become the first library in Texas to become sensory - inclusive. Patrons with sensory needs can now get a sensory bag at the information desk that includes noise - canceling headphones, fidget toys, and weighted lap pads. - 10/22/19

[Jobs Lost, Jobs Gained: What the Future of Work Will Mean for Jobs, Skills, and Wages](#)

- With technological advancement moving at a rapid pace, there is rising concern that many workers will end up jobless as automation renders human workers unnecessary. - 10/22/19

[A Reminder That 'Fake News' Is An Information Literacy Problem - Not A Technology Problem](#)

- As society continues to prioritize speed over accuracy, the rapid spread of "fake news" and disinformation will continue. However, teaching information literacy and critical thinking, rather than focusing on technological improvements, can lessen the impact of fake news. - 10/22/19

[Lawmaker: Texas Should Curb Veteran Homelessness Using Abilene](#)

[Model](#) - The City of Abilene, Texas, was recently recognized by the federal government as having effectively ended veteran homelessness. Its strategy should serve as a guide for leaders to achieve the same goal in their cities. - 10/22/19

[Arlington, Texas, Wins Storytelling Award for Government](#)

- Through its use of social media and other communication channels, the City of Arlington, Texas, has won the first - ever Sharman Stein Award for Storytelling Changemakers, a new accolade created to highlight local governments doing excellent work in communications and resident engagement. - 10/22/19

[Neuroscience Says Your Body and Mind Get Stronger When You Focus on](#)

[This One Thing](#) - According to neuroscientists, you can improve your physical and mental health by focusing on one thing: Gratitude. - 10/22/19

[How to Excel at the Moments that Matter in Life: Think Like an Actor](#)

- Here are three basic techniques for putting your best foot forward during interpersonal interactions. - 10/22/19

SGR SERVANT LEADERSHIP CONFERENCE 2020

[The Old College Try: Getting Students Into Government](#) - A new initiative by the Volcker Alliance is aimed at making it easier for organizations at the federal, state, and local levels to find fresh talent while getting leaders from different branches of government together in different regions around the country to identify what they need locally. - 10/15/19

[From Promise to Delivery: Overcoming the Strategy Problem in the Public Sector](#) - Governments that make bold forecasts in their strategic planning often don't achieve the promised impact. - 10/15/19

[9 Signs an Employee Deserves a Promotion \(Which Never Appear on Performance Evaluations\)](#) - When it comes to promoting employees, leaders are looking at more than skills, qualifications, and experience. - 10/15/19

[College Towns Are The Next Big Thing For Startups](#) - Nearly 50% of millennials are looking to start their own business in the next three years, and these students and recent graduates are looking to college towns to provide the ideal location for startups. - 10/15/19

[A Better Way to Lead Large - Scale Change](#) - Leaders who focus equally on the hard and soft elements when leading change in their organization increase their chance for success. - 10/15/19

[5 Interview Questions That Will Help You Hire Better People](#) - Most job interview questions focus on competency and character, but this method can often cause us to make bad hires. By focusing on questions about emotional intelligence, you can avoid the competency bias and find the hidden potential in candidates. - 10/15/19

[Here's an Example of a Perfect Resume, According to Harvard Career Experts](#) - Resume writing can easily become tedious and complicated, but it doesn't have to be an overwhelming process. Here are four tips that can make your resume stand out from the crowd. - 10/15/19

[Bad Meetings Drain Time and Energy – Here Are 6 Ways to Lead Ones that Engage and Inspire](#) - Learn to avoid leading meetings that are useless, boring, repetitive, or that accomplish little and follow these six tips for a better approach to engaging your audience. - 10/15/19

GUEST CURATOR - KELLY SHOEMAKER

[How To Control Your Brand Message From the Ground Up](#) - Your employees are your brand ambassadors. This article outlines four basic branding principles that your employees should know. - 10/8/19

[17 Daily Affirmations for Leaders](#) - Keep a couple of affirmations front and center each day, and soon you will see positive results. - 10/8/19

[Proven Retention Strategies to Help Reduce Employee Turnover](#) - Try these strategies to improve the employee experience and reduce employee turnover. - 10/8/19

[How to Talk to an Employee Who Isn't Meeting Their Goals](#) - Employees who aren't hitting the mark may need coaching in order to make the changes required to meet their goals and the organization's expectations. - 10/8/19

[You Don't Need to Meet Every Qualification to Apply for a Job](#) - If you have the right attitude, the skills you need to land the perfect job can be learned outside the classroom. - 10/8/19

[The Surprising Habits of Original Thinkers](#) - How do creative people come up with great ideas? Here are three unexpected habits of original thinkers. - 10/8/19

[The Decline of Teamwork in Sports](#) - Sports teams may not be the best examples of how healthy teams should function because many athletes have not learned to harness the power of teamwork and collaboration. - 10/8/19

[Sleepless in City Hall](#) - What keeps local government managers up at night? While the answers to this question are mostly what you'd expect, there is one concern that is quickly gaining prominence. - 10/8/19

MEET BEN BRAY

[If There's Only One Woman in Your Candidate Pool, There's Statistically No Chance She'll Be Hired](#) - A Harvard Business Review study confirms that if there's only one woman in your candidate pool, there's statistically no chance she'll be hired. To overcome implicit bias, we must do a better job of ensuring that candidate pools are diverse. If you'd like more information about [SGRecruiter](#), the only platform in the nation for local governments that helps to overcome implicit bias, contact [Lori Philyaw](#). - 10/1/19

[Want a Better Decision? Plan a Better Meeting](#) - Why are so many decision-making meetings doomed from the start? Here are three questions you should ask yourself before you plan your next meeting. - 10/1/19

[How Do Good Leaders Give Advice? The Short Answer: They Don't](#) - Poor leaders are often so busy dispensing advice and micromanaging, they lack a full understanding of the situation or decision being made and are unaware of all the issues at stake. What's the answer? Coaching. - 10/1/19

[Your Professional Decline Is Coming \(Much\) Sooner Than You Think](#) - The inevitability of professional decline is often viewed with dread and feelings of uselessness. However, it can present a wonderful opportunity for you to achieve happiness by dedicating more time to forming deeper relationships and focusing less on work. - 10/1/19

[Should You Use Airport USB Charging Stations?](#) - Did you know — public USB charging stations at airports are almost as dangerous as public Wi-Fi connections? Here are five tips for protecting your data and personal information. - 10/1/19

[Why Your Meetings Stink — and What to Do About It](#) - Are you leading effective meetings that encourage engagement and critical thinking and create an environment in which employees feel free to discuss their ideas? If not, here are a few strategies to turn your dull meetings into opportunities for collaboration. - 10/1/19

[El Paso Fire Stations Equipped with Pet Microchip Scanners](#) - In a fantastic customer service move, El Paso, Texas, has equipped all of its fire stations with pet microchip scanners. - 10/1/19

[This Is What Optimists Can Teach You About Dealing With Stress](#) - Finding yourself facing a difficult task or a looming project deadline can

cause a high degree of stress, but managing that stress through a positive, optimistic outlook may be the key to keeping your cool. - 10/1/19

MEET KRISTIN NAVARRO

Sausalito Public Library Promotes Lifelong Learning - On a mission to provide free and open access to information and resources, the [Sausalito, California, Public Library](#) modernized their website, offering several ways for visitors to explore all the library has to offer. - 9/24/19

[Speaking at a City Council Meeting](#) - The [City of Plano, Texas](#) has prepared a very helpful guide for citizens wishing to speak at council meetings. Contact [Shannah Hayley](#), Director, Communications and Community Outreach, for more information. - 9/24/19

[Three Keys to Faster, Better Decisions](#) - Here are three practices to help leaders make better, well-informed decisions. - 9/24/19

[6 Dos and Don'ts for Next - Level Slides](#) - Follow these six simple rules to create exceptional slides that will engage your audience at your next presentation. - 9/24/19

[How Ignorance Makes Us Cocky](#) - The Dunning-Kruger Effect is a cognitive quirk in which people with the least amount of knowledge or skill in a given field are as confident as those with the most expertise and misinformation is a major contributor to this phenomenon. - 9/24/19

[Are You a Leader, or Just Pretending to Be One?](#) - Have we forgotten what true leadership is? This article examines the disparity between what we expect and want from our leaders and what we are actually getting. - 9/24/19

[Venture Capitalist Spreading Funding to Middle America](#) - Billionaire Steve Case, the co-founder of America Online, is trying to steer venture capitalists and their money to the small cities and towns of Middle America. In this interview, he discusses his reasons and strategies for success. - 9/24/19

[How to Create a Corporate Culture That Attracts \(and Keeps\) Top Talent](#) - Does your organization's culture promote job satisfaction? Here are four tips for creating a culture that engages employees and fosters an environment of positivity and productivity. - 9/24/19

[Austin Tech Company To Use 3D Printers To Build Homes for the Homeless](#) - Community First! Village, a non-profit in Austin, Texas, that provides housing for men and women who are chronically homeless, is teaming up with ICON to use 3D printers to build houses. - 9/26/19

GUEST CURATOR - JEFF NAFTAL

[How Empathetic Should A Servant Leader Be?](#) - Empathy for a servant leader is less a matter of quantity than quality. - 9/17/19

[Leading By Example](#) - To be a leader, you need to act the part. - 9/17/19

[Empathy as a Crucial Leadership Competency for Servant Leaders](#) - Empathetic leaders are crucial to a high performing organization. - 9/17/19

[The Ritz-Carlton Leadership Center - Servant Leadership: Empathy](#) - Empathy from leaders unlocks the power of the diversity of their organizations. - 9/17/19

[What Does It Mean To Be Great?](#) - A leader's greatness comes from within, not just from their outward actions. - 9/17/19

[Why Inclusive Leaders Are Good for Organizations, and How to Become One](#) - Here are the skills you need to become an inclusive leader. - 9/17/19

[Lesson for Recruiters: Take a Chance on Nontraditional Candidates](#) - Diversity involves giving applicants with nontraditional backgrounds a chance at the role. - 9/17/19

[Why You Should Never Tell Your Coworker They're 'Well-Spoken'](#)
- Mic roaggressions harm an organization and are something that good leaders are conscious of. - 9/17/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - JULIE UNDERWOOD

[The Surprising Science of Happiness](#) - Harvard psychologist and author of [Stumbling on Happiness](#), Dan Gilbert, challenges the idea that we'll be miserable if we don't get what we want in this fascinating TED talk. - 9/10/19

[San Marcos on Track to Offset 100% of Base line Greenhouse Gas Emissions by 2022](#) - The [City of San Marcos, Texas](#), is on its way to becoming a leading environmentally friendly city thanks to its newly established sustainability committee. - 9/10/19

[Jeff Bezos Knows How to Run a Meeting. Here's How He Does It](#) - Amazon founder and CEO Jeff Bezos has three simple rules for making meetings more productive. - 9/10/19

[10 Behaviors Sabotaging Your Leadership Skills](#) - Have you ever let yourself go on auto-pilot in response to a stressful situation in the workplace? Here are the 10 auto-pilot behaviors most frequently used and how to avoid them. - 9/10/19

[The Journey to an Agile Organization](#) - Traditional organizations are built around a static, siloed, structural hierarchy; agile organizations operate as a network of teams engaged in rapid learning and decision-making cycles. There are several paths to agility, but successful agile transformations all share these common elements. - 9/10/19

[The 10 Traits of Mentally Tough People](#) - Do you feel mentally tough? Here are 10 characteristics the mentally tough have in common. - 9/10/19

[It's the Middle of the Night. Do You Know Who Your iPhone is Talking to?](#)
- "What happens on your iPhone stays on your iPhone" — or so Apple claims. In reality, hidden app trackers are siphoning your data in ways you may be completely unaware of. - 9/10/19

[Governments Failing to Understand Global Catastrophic Risks: Report](#) - Researchers from Cambridge's Center for the Study of Existential Risk (CSER) released a new report on what governments can do to understand and inform policy around human-driven catastrophic risks. - 9/10/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - SCOTT MI NNIX

[In Command of Guardians: Executive Servant Leadership for the Community of Responders](#) - In Command of Guardians is Eric Russell's latest book. Eric retired as a Captain from the United States Air Force Fire and Emergency Services and currently serves as an Associate Professor of Homeland Security in the Department of Emergency Services at Utah Valley University. If you are a member of the responder community and believe in servant leadership principles, Eric's book is worth a read. - 9/3/19

[How Successful CEOs Start Their Mornings](#) - How do successful CEOs begin their mornings? By routinely practicing these five value-adding activities. - 9/3/19

[Humanity as a Competitive Advantage](#) - As technological advances skyrocket, spurring innovative approaches in many fields, the human factor is increasingly ignored. However, the skills of social interaction, rather than technical knowledge, will become the most vital component of a team's success in the future. - 9/3/19

[The Fastest Path to the CEO Job, According to a 10-Year Study](#) - True leaders recognize the importance of decisiveness, reliability, adaptability, and the ability to engage for impact. Here are three "career catapults" that foster these qualities and set successful CEOs apart. - 9/3/19

[Are You Mentorable?](#) - Are you looking for a mentor? Here are five characteristics of mentorability that will determine your success as a mentee. - 9/3/19

[Want a better decision? Plan a better meeting](#) - Tired of meetings that sap time, produce limited results, and impede the decision-making process? Here are some strategies for getting the most out of meetings. - 9/3/19

[18 Hard Things to Do If You Want to Be a Successful Leader](#) - The path of a leader can often be challenging. Here are 18 rules that, while sometimes difficult, will lead to success. - 9/3/19

[What I Learned from Giving Up Everything I knew as a Leader](#) - Former COO of Delta, Jim Whitehurst, thought he knew the rules of leadership until he took a leap of faith and joined another company, discovering that there was more to leadership than he knew. - 9/3/19

GUEST CURATOR - TROY RIGGS

[Olathe Makes Transparency a Priority - Olathe, Kansas](#), prides itself on transparency and data-driven decision making but wanted to improve upon those ideals. By turning their govAccess website into a "virtual city hall," citizens are better informed, and city departments have improved cross-functional relationships. - 8/27/19

We would like to thank Kim Stuart, Director of Communications for the [City of Aurora, Colorado](#), for speaking at SGR's upcoming [2019 Servant Leadership Conference- Pacific Northwest](#) in the City of Sherwood,

Oregon, on September 19 - 20. [Register today](#) to learn strategies for organizational success from high-performing, innovative, and progressive organizations. - 8/27/19

[Washington, Hamilton Provide Moral Integrity Lessons for Workplace Leaders](#) - Today's leaders can learn from our nation's founding fathers. Faced with defending a young nation against British forces, George Washington and his aide-de-camp, Alexander Hamilton, demonstrated the highest moral integrity by valuing honesty, cultivating trust, and owning up to weakness. - 8/27/19

[3 Skills Martin Luther King Jr. Mastered to Become a Transformational Leader](#) - Steady leadership during challenging times can have a bigger impact with three essential skills demonstrated by Martin Luther King, Jr.: empathy, continuous learning, and speaking the truth, even when it's uncomfortable. - 8/27/19

[Why Isn't 'Servant Leadership' More Prevalent?](#) - Servant leadership is an age-old concept, suggesting a leader's primary role is to serve others, including employees. It's a concept that, while easy to understand, is more difficult to come by in today's environment, which tends to be focused on power, control, and short-term results. - 8/27/19

[Can Servant Leadership Transform Your Team?](#) - Servant leadership prioritizes transparency and trust, which empowers employees to be in control of their work destiny. Servant leaders focus on an open, two-way exchange of ideas that reduce micromanagement and proactively leverage employees' strengths. - 8/27/19

[Servant Leadership in Action](#) - Servant leadership is about serving employees well—providing direction and support by celebrating successes and giving guidance when things get off track. This approach ensures your team is empowered to take care of your customers. Read testimonials of servant leaders from organizations like Southwest Airlines, the United States Army, Synovus Financial, and Popeye's Louisiana Kitchen. - 8/27/19

[6 Key Servant Leadership Attributes](#) - Servant leadership requires a different, more collaborative approach to leading teams. While there has yet to be a consensus on a framework for what it takes to be a successful servant leader, this author identifies six key attributes he believes are important to cultivate. - 8/27/19

[The Basics on Being a Servant Leader](#) - Servant leaders are encouraged to think about four directions of leadership—down, up, laterally, and in—and consider how their actions in each of these realms not only reflect on the teams they work with but who they are as leaders. The leader's character and conduct are reflected in each one of these directions. - 8/27/19

[Servant Leadership? But I am the Boss!](#) - Servant leadership is a conscious decision made by leaders that are motivated to ensure their teams function at the highest levels. This author highlights three characteristics to assist leaders interested in cultivating a servant leadership culture. - 8/27/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - SARAH MEDARY

[The New Hiring Practices At McKinsey And Goldman Sachs](#) - The cost of bad hires and the hit - or - miss nature of traditional hiring practices are

leading companies to introduce tools like digital gaming assessments and video interviews into the process. McKinsey and Goldman Sachs are two organizations that recognize new strategies are needed to find great talent. SGR's [SGRecruiter](#) platform is a new and unique way to reach passive candidates inexpensively. For more information, contact [Lori Philyaw](#). - 8/20/19

[Leadership Means Having to Say You Are Sorry](#) - In order to develop and maintain a strong relationship with your team, you have to let go of your ego and learn a simple phrase: "I'm sorry." Here are a few factors for authentic leaders to consider when making true apologies. - 8/20/19

[Sick of the Culture of Contempt? Here Are 5 Ways You Can Subvert It](#) - Here are five powerful ways to subvert the current culture of contempt and constant political polarization we are living in and create open, honest, and positive channels of communication. - 8/20/19

[Three Keys to Faster, Better Decisions](#) - Even with technological improvements that have increased the amount and usefulness of data and raised awareness of cognitive bias, decision-makers continue to be frustrated with underwhelming results. To improve outcomes, leaders should practice these three decision-making fixes. - 8/20/19

[12 Habits Of Genuine People](#) - We have been bombarded in recent years with evidence suggesting emotional intelligence is closely linked to work performance and success. But are these demonstrations of emotional intelligence authentic? Here are 12 traits that can help you identify genuine emotional intelligence in yourself and others. - 8/20/19

[How to Fix Your Hiring Process](#) - Despite the rise of online tools and recruitment outsourcing, managers are becoming less effective at finding the best hires. In this interview, Peter Cappelli, professor at the University of Pennsylvania's Wharton School of Business and director of its Center for Human Resources, outlines better ways to assess candidates and identify internal talent. - 8/20/19

[Contest Winners Create Art on Storm Drains](#) - The [City of Lubbock, Texas](#), has implemented a fun and creative way to promote awareness of the effects of polluted storm drains on the city's lakes and waterways as part of its [First Friday Art Trail](#). - 8/20/19

[Inside the Black Hole Image That Made History](#) - For the first time ever, we can view the supermassive black hole, with the mass of several billion suns, that swirls at the center of a galaxy more than 55 million light-years away. - 8/20/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - BRIAN CRAWFORD

[Bored and Lonely? Blame Your Phone](#) - Learn how technology is affecting our emotions and how our devices transform them. - 8/13/19

[Performance Management in Agile Organizations](#) - These performance management practices can help agile organizations adapt and ensure goals are meaningful and linked to business priorities. - 8/13/19

[After Decades of Pushing Bachelor's Degrees, U.S. Needs More Tradespeople](#) - Campaigns to revive vocational education opportunities are being driven by a high demand for trade skills. - 8/13/19

[City of Lubbock Unveils New Public Art Map](#) - A new user-friendly interactive map makes it easy for residents and visitors to experience the rich beauty and diversity of public art in Lubbock, Texas. - 8/13/19

[Critical Thinking is a 21st-Century Essential – Here's How to Help Kids Learn It](#) - Help children develop critical thinking skills by asking them these four questions. - 8/13/19

[Public Speaking Is No Longer a 'Soft Skill.' It's Your Key to Success in Any Field](#) - Honing your public speaking skills and learning the art of persuasion can advance your career and help you become more successful. - 8/13/19

[Strategic Planning Is A Process—Not An Event](#) - Use these tips to create an effective and meaningful strategic planning process for your organization. - 8/13/19

[The Case for Doing Nothing](#) - Being busy isn't a status symbol. Sometimes, doing nothing is exactly what we need to embrace to become more creative, be better at problem-solving, and increase our productivity. - 8/13/19

GUEST CURATOR - TOBIN FOLLENWEIDER

[Lincoln's Leadership Traits](#) - I finished [Team of Rivals](#) by Doris Kearns Goodwin last year. It is a tome but well worth the read. Aside from his gifts as a political strategist and orator, I was struck by Lincoln's willingness to take responsibility for bad outcomes. - 8/6/19

[What's Gone Wrong With Democracy](#) - James Madison and the Founding Fathers created a form of government that had not existed prior, at least not in this form. Its strength has proved undeniable over the past 242 years, and I have been searching for how our form of government continues to improve and avoid stagnation. The article addresses the priorities for government institutions for the 21st century, including better fiduciary responsibility and more active community engagement. - 8/6/19

[Five Leadership Lessons From Jean-Luc Picard](#) - As a Gen Xer, I grew up watching TV so I guess it shouldn't be surprising that a fictional character, Captain Jean Luc Picard (Star Trek: The Next Generation), became one of my leader role models. Picard is a principled, supportive, and humble leader who generally does a great job of balancing authority and leadership. I think this Forbes article lays out his leadership style well. - 8/6/19

[All Management Is Change Management](#) - I like the simplicity and directness of this article. Robert Schaffer points out that striving for innovation and improvement should not be an extraordinary event—it should be routine. Everyone who is a manager must be change-managers. - 8/6/19

[TEDxStCharles - Marty Linsky - Adaptive Leadership- Leading Change](#) - Marty Linsky is a provocateur. While at times infuriating, Professor Linsky thoroughly upended my ideas about instituting change. I often use his concepts. - 8/6/19

[Leading and Managing Complex Change](#) - Something I also use quite a bit is Tim Knoster's "Leading and Managing Complex Change" model. There

are numerous change management models, but I find Knoster's model very insightful and actionable. - 8/6/19

[Liker on Lean Leadership](#) - I have been working earnestly on process improvement for the last five years. I really believe in the efficacy of Lean, and I have had a lot of success with Lean within the State of Colorado. Unfortunately, a distressing number of Lean projects seem to fizzle out. Jeffery Liker wrote a book called [The Toyota Way](#) that helped me recalibrate my approach to Lean in the public sector. - 8/6/19

[BS Jobs: How Meaningless Work Wears Us Down](#) - I think that one of the fundamental requirements of a leader is to protect employees from meaningless work. Based on the information in this NPR podcast, an astounding 40% of the people surveyed were convinced that if their job didn't exist, it would make no difference at all. - 8/6/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - DORI LEE

[Experience the Apollo 11 Lunar Landing](#) - This is the 50th anniversary of Neil Armstrong's "... one small step for man, one giant leap for mankind." It is easy to lose the sense of amazement the entire world had when man first landed on the moon. Relive that amazing moment by watching the landing via the actual video and listening to the voice recording from the lunar module. - 7/30/19

[Shawnee Hosts First 'Imagineering' Session to Collect Public Input on Future of City](#) - SGR's [Mike Mowery](#), President of Servant Leadership Implementation & Executive Coaching, is assisting the City of Shawnee, Kansas, in conducting "imagineering" sessions as part of the City's visioning process for its first-ever strategic plan. This process encourages input from residents on what they want for the future of Shawnee. - 7/30/19

[Is Your Organization Too Flat?](#) - This is a particularly important question to ask as local governments continue to cut assistant and other positions in an effort to continue to do more with less. Sometimes doing with less is simply doing less—and with long-term implications. - 7/30/19

[Coppell Looks to Form Smart City Board](#) - This is a great article outlining how the City of Coppell, Texas, is thinking outside the box to shape its future. You can [view Coppell's 2040 plan](#), which this innovative initiative grew from, or contact Assistant City Manager [Traci Leach](#) for more information. - 7/30/19

[The Irrational Side of Change Management](#) - How we interpret our environment and choose to act can help determine the results of change management. - 7/30/19

[Short-Term Pain for Long-Term Gain: The New CEO's Dilemma](#) - Creating a legacy as a CEO can help your team bear fruit in the long-run. - 7/30/19

[Think Like a Leader](#) - Great leaders are always thinking forward. - 7/30/19

[Science Proves \(Again\) that People's Attention Spans Are Declining. Here's How to Get Your Message Across](#) - Distilling your message to the important stuff can better capture attention. - 7/30/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - KATHY MCNELIS

[Preparing For and Managing Through a Downturn](#) - There are widespread predictions of a coming recession. What can local governments do to prepare? McKinsey's advice to corporate America is on - target for local governments as well — accelerate investment in training and begin focusing on digital disruption. After reading this article, contact Training@GovernmentResource.com for information on how SGR can help you deliver live and online training. - 7/23/19

[Describe Addison in One Word](#) - The Town of Addison, Texas, has recognized that in today's environment of intense talent shortages, new approaches to compete for talent are essential. They have created a fun and engaging video to strengthen their candidate outreach. Contact Addison's HR Director Passion Hayes for more information. - 7/23/19

[Why You Should Hire For Skills, Not Talent](#) - Focusing on skills instead of fixating on talent can lead to great hires. - 7/23/19

[Employees are People Not Work Units](#) - Learning the difference between recognition and performance can bring more value and worth to your team. - 7/23/19

[Avoiding Stupidity is Easier than Seeking Brilliance](#) - Though we may have a hard time accepting it, most of us are amateurs. This becomes problematic because we often engage in the game of being professionals with poor results. When we invert this problem by trying to avoid losing rather than trying to win, we increase our chances of success. - 7/23/19

[Visual Illusions That Show How We Misthink](#) - See how expectations can be violated in a pleasing way! - 7/23/19

[Nice People Finish First: How Being Kind Is A Recipe For Success In Business](#) - Consistency in kindness and love can go a long way. - 7/23/19

[In Just 7 Minutes, You Can Make Every Meeting More Productive](#) - Putting aside the unnecessary in meetings can accomplish the end result. - 7/23/19

GUEST CURATOR - GABE ENGLAND

[Dallas Needs an Adaptive City Manager, Not a Heroic One](#) - It's adaptive leadership, not heroic leadership, which gets it done in local government! Dr. John Nalbandian, a professor in the School of Public Affairs and Administration at the University of Kansas, discusses the conflicting values of representation, efficiency, social equity, and individual rights which local government leaders must navigate successfully to operate a city. When everyone agrees on the information, but not the way forward, we do politics! - 7/16/19

[This Email From Elon Musk to Tesla Employees Describes What Great Communication Looks Like](#) - "This is incredibly dumb," is how Elon Musk describes typical hierarchical leadership and communication structures — and I agree. Musk sent an email to all Tesla employees that clearly defines how communication should flow in organizations. We tried this in Sierra Madre and found that many levels of our organization were unprepared to communicate outside their teams because they'd never

been asked to. We stress the importance of communication and collaboration and agree with Musk that the unwritten rules which enforce silos and hoard information are incredibly dumb. - 7/16/19

[Are You a Collaborative Leader?](#) - Innovation is often created by teams of people working together across competencies and organizations. Traditionally, collaboration in government meant working to break down silos within the organization. In today's world, government is often the convener, not the decider. This means collaboration should be viewed as a network that extends outside of the organization and includes residents, businesses, visitors, and a whole host of others that we interact with, regulate, or respond to. - 7/16/19

[What's His Dog's Name? A Servant Leadership Story](#) - What is one of the best ways to serve your employees? Get to know them (and their dog!). Business is personal if done right. - 7/16/19

[The Best Leaders Gain Power by Giving It Away](#) - Leaders are responsible for getting work done but not necessarily doing the work. Empowering teams through collaboration and appropriate delegation creates powerful organizational structures and makes governments and businesses more resilient and effective. In short—gain power by giving it away. - 7/16/19

[To Be a Better Leader, Give Up Authority](#) - Organizations which are able to respond quickly to opportunity or adversity often have flattened their organizational hierarchy to allow decisions to be made by the people and employees who know best (meaning, they have the most competence). Senior leaders should work on creating a sense of shared responsibility among the workforce and worry less about the title of the person making the decision. - 7/16/19

[Being A Great Leader Means Giving And Receiving Feedback](#) - I used to work for a Mayor who would say “ALL feedback is a gift!” whenever the city received constructive or negative criticism. The thing was, he really did believe that it was a gift, and he was great at being direct and putting the feedback to good use. As leaders, it is often difficult to give negative feedback or accept criticism directly. However, if you want an engaged workforce, it's important to be good at giving and receiving feedback. - 7/16/19

[Constructive Confrontation: Absolute Must for Transformational Leadership](#) - Confrontation and conflict in organizations do not have to be hostile, but it is necessary to transform an organization and challenge the status quo. When I'm asked to give advice to interns or ICMA's Local Government Management Fellows (LGMF), I always say “get comfortable with conflict,” it is necessary and important in this business. - 7/16/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - MARK FARRINGTON

[What Is the Difference Between Marketing, Advertising, and Branding? A Simple Analogy to Help Explain](#) - Simplifying complex marketing concepts is key to a successful marketing strategy. For tremendous insights into how building your brand applies both to your local government and to you personally, order [Building Brands & Creating Cultures: Of Authentic Servant Leadership](#) by Stacy Schweikhart. - 7/9/19

[Women Score Higher Than Men in Most Leadership Skills](#) - Don't let unconscious bias get in the way of promoting women in your

organization. This article reinforces the need to actively recruit from broader candidate pools. To ensure your recruiting efforts are reaching female government executives, advertise all your openings on the [League of Women in Government Job Board](#). - 7/9/19

[How to Lead a Conversation Between People Who Disagree](#) - Practicing the craft of conversation differently can engage genuine curiosity and openness. - 7/9/19

[The Hard Questions About Staying Safe in City Hall](#) - It can be difficult to find a balance between honoring public service while protecting those who serve. - 7/9/19

[CEO Succession Starts With This One Important Thing](#) - Developing the leaders you have on your team today will lead to tomorrow's success. - 7/9/19

[Love the News but Hate Clickbait and Fluff? Here's How to Get More Quality and Less Quantity](#) - Learn how to do away with the fluff and focus more on high-quality resources. - 7/9/19

[4 Ways Artificial Intelligence Can Help You Be More Strategic, Dynamic, And Productive](#) - A.I. and automation technologies can help to make our lives easier along with our own cognitive abilities. - 7/9/19

[Google Spent 2 Years Studying 180 Teams. The Most Successful Ones Shared These 5 Traits](#) - Team effectiveness consists of these five key characteristics. - 7/9/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT - PETE BLANK

[Has Motivated Reasoning Changed the Dynamics of Politics and Administration?](#) - In this great article by Earl Mathers, learn how to overcome the adoption of ineffective policies through tested ideas and best practices. - 7/2/19

[Why Would Someone Want to Work for Your Company? Research Says It Should Be for These 5 Top Reasons](#) - Treating employees like customers will create lasting relationships in any organization. - 7/2/19

[Why We All Need Performance Ratings on a Regular Basis](#) - Improving the performance management process can provide better performance reviews. - 7/2/19

[Sometimes We Forget What We Have Control Over, But Innovation is a Choice](#) - Discovering the barrier that inhibits can create more equity in your organization - 7/2/19

[Do You Really Know Why You Do What You Do?](#) - Can engaging conversations really change the minds of others? - 7/2/19

[Keeping It Civil: How To Talk Politics Without Letting Things Turn Ugly](#) - Be brave, stay humble, and look for opportunities when talking across differences. - 7/2/19

[The Anti-CEO Playbook](#) - This article will speak to anyone who believes in putting people first and explores how the true value of wealth can be found by choosing people over profits. - 7/2/19

[The Surprising Benefits of Singing at Work](#) - Singing at work can lead to a more cohesive work environment and promote happiness. - 7/2/19

GUEST CURATOR - RACHEL HARLOW SCHALK

[Why Servant Leadership Is a Powerful Character Trait](#) - Learn more about the importance of servant leadership as a character trait. Even though it has been around since, well... forever, servant leadership is a trait we can all use. - 6/25/19

[Why Funny Leaders Are Better Leaders, According to 2 Stanford Professors](#) - Should a leader use humor as a leadership style? The use of appropriate humor can improve relationships and help your team understand you. - 6/25/19

[The Power of Self-Awareness: How to Build Successful Teams](#) - Learning who we are makes us more aware of how others perceive us as leaders. Self-awareness helps us discover our blind spots and build our teams. - 6/25/19

[Beyond Post-It Notes: How to Drive Innovation in 2019](#) - Good leaders understand the importance of seeking out new approaches to solve old problems. Learn more about how to drive innovation. - 6/25/19

[The 10 Best Leadership To-Dos For 2019 Used By Highly Successful People](#) - Here are 10 tips to help you improve your leadership skills and build high-performing teams. - 6/25/19

[What Companies Should Be Doing to Retain Talent in 2019](#) - Are you creating a work environment that focuses on increasing each individual's potential to contribute? More and more employees are interested in contributing. - 6/25/19

[10 Leadership Books to Watch for in 2019](#) - How about starting an office book club to cultivate leadership in your office? Consider these 10 leadership books. - 6/25/19

[Why Employees Need To Come Before Your Customers](#) - Continue the effort to put employees first so that they may put your customers and our communities first. - 6/25/19

SGR LEADERSHIP CONFERENCE PNW SPEAKER SPOTLIGHT

[Why Inclusive Leaders Are Good for Organizations, and How to Become One](#) - Learn how these six traits can set inclusive leaders apart from the others. - 6/18/19

[Public Speaking Is No Longer a 'Soft Skill.' It's Your Key to Success in Any Field](#) - Learn how infusing your message with analogies and metaphors can lead to success. - 6/18/19

[Do You Work with a Jerk? Here Are 6 Things You Can Do](#) - How you show up and treat people means everything. - 6/18/19

[To Find a Mentor, Think Like a Mentor](#) - Having a network of advisors instead of just one mentor can help lead to your success. - 6/18/19

[Right Now: Appreciation in the Workplace](#) - Letting your actions speak louder than words can make a huge impact. - 6/18/19

[How to Turn Your Mistakes into an Advantage](#) - Not allowing your mistakes to stop you can help you grow. - 6/18/19

[This Two-Line Order to Eisenhower Defines Modern Leadership](#) - Thanks to Bill Lindley, Town Administrator for the Town of Highland Park, Texas, for recommending this fascinating article about leadership. - 6/18/19

[8 Signs You Have More Influence at Work Than You Think](#) - Are you an influencer at work? - 6/18/19

MEET JENNIFER FADDEN

[Coaching Matters](#) - Impacting teams happens with good coaching abilities. - 6/11/19

[An Exercise to Help Your Team Feel More Comfortable with Conflict](#) - Dealing with conflict head on is always a win - win. - 6/11/19

[8 Lessons on Building a Company People Enjoy Working For](#) - Talking to each other like regular human beings can accomplish a lot! - 6/11/19

[What the Best Commencement Speeches Teach Us About Failure](#) - Learn how your failures can bring you true freedom. - 6/11/19

[This Is Why Silence Is an Important Part of Your Presentation](#) - Using silence as part of your presentation can make it more powerful. - 6/11/19

[How You Can Help Save the Bee, one Hive at a Time](#) - Saving the bee hives can help to sustain our future food system stability. - 6/11/19

[Leadership and Innovation](#) - As innovation has become a core driver of growth, performance, and valuation, the ability of executives to stimulate innovation hasn't kept pace. - 6/11/19

[Overcome The 5 Main Reasons People Resist Change](#) - Learning how to recognize the resistance to change beforehand is the key to successful adjustments in any organization. - 6/11/19

MEET MARGIE ROSE

[Steering Through a Storm](#) - After Hurricane Harvey devastated parts of Texas in 2017, SGR partnered with the Sid W. Richardson Foundation, Aransas County, and the City of Rockport to provide Interim Managers with storm experience to assist the community through disaster recovery efforts. A recent article by [Philanthropy Roundtable](#) shares how this partnership helped bring \$10.5 million in grants and over 100 projects worth \$250 million to the region. Contact [Wendle Medford](#) for information on SGR's Interim Services. - 5/28/19

[Do You Ever Feel Like You're Not Enough?](#) - Never let your value as a person be determined by other people. - 5/28/19

[The Dalai Lama on Why Leaders Should Be Mindful, Selfless, and Compassionate](#) - Learn these three styles of compassionate leadership:

trailblazers, ferrymen, and shepherds. - 5/28/19

[19 Podcasts Worth More Than an MBA](#) - Refine your business skills by honing in on these 19 podcasts. - 5/28/19

[Four Things You Probably Didn't Know About High Potential Employees](#) - Employees who are passionate about their job never work a day in their life. - 5/28/19

[Bill Gates, Steve Jobs, and Warren Buffett All Agree: These 3 Hiring Strategies Will Land You the Best People](#) - Following these three hiring strategies will lead to unbelievable success. To reach the best people in local government, you should be posting your jobs on www.SGRjobs.com. It gets over 25,000 unique local government job seekers visiting each month and only costs \$350 per year for unlimited postings. Contact [Lori Philyaw](#) for more information. - 5/28/19

[The Road to Seamless Urban Mobility](#) - Can public and private sector leaders forge a strategy to make seamless mobility part of our near future? - 5/28/19

[Mr. Rogers Had a Simple Set of Rules for Talking to Children](#) - Mr. Rogers' extreme attention to details is what made his show a success. - 5/28/19

[Think Like a Leader](#) - Great leaders are intentional thinkers." Think Like a Leader" is an extraordinary blog post by John Maxwell that gets to the heart of authentic leadership. - 5/28/19

GUEST CURATOR - BOB LASALA

[Communication Skills: Did You Know There Are 5 Levels of Listening?](#) - Work to create an open and curious environment by making listening a distinguishing feature of your leadership style. - 5/21/19

[11 Principles of Positive Persuasion for Workplace Conversations](#) - When I engage you in a collaborative way, we are more likely to arrive at a win-win outcome and all involved become aligned around a common direction. - 5/21/19

[The Best Leaders Are Great Teachers](#) - Servant leaders share what they know and guide others to achieve greater levels of performance while allowing enough room for individual interpretation. Teachable moments and object lessons drawn from "the moment" create lasting impact. - 5/21/19

[Leading with Inner Agility](#) - When we understand what is necessary to prepare for the ambiguous and unsettling future, we can focus on the tools that are grounded in the realities of the present and grow our inner agility. - 5/21/19

[Ritual Questions Help Inform Effective Leaders](#) - Self-reflection and a commitment to personal growth and development is a key factor in practicing servant leadership. - 5/21/19

[Leaders: Lead Like the Great Conductors](#) - Servant leaders seek to develop the skills of the organization and prepare it and its members to contribute to the greater good of society. To do that servant leaders must utilize a variety of techniques and skills. - 5/21/19

[CEOs Should Be Chief Enablement Officers](#) - By energizing your team,

they can learn to master their own practices and achieve goals through the creation of a productive environment. - 5/21/19

[Being a Strategic Leader Is About Asking the Right Questions](#) - How you integrate strategy into an organization can help determine how well your organization will succeed. - 5/21/19

MEET KURT HODGEN

[Warren Buffett Says Integrity Is the Most Important Trait to Hire For. Ask These 12 Questions to Find It](#) - Integrity, intelligence, and energy—three must-haves when hiring for your team that can lead to unbelievable success. - 5/14/19

[Leadership Lessons from Game of Thrones](#) - The leadership decisions made by the characters in Game of Thrones sometimes result in devastating consequences, but the characters who survive learn how to improve their decisions and navigate risks more effectively. What valuable lessons can we take from this wildly popular show? - 5/14/19

[7 Ways to Age Well in 2019](#) - Learn how to increase your chances of living longer and discover the secret to aging well and looking younger. - 5/14/19

[Improving the Management of Complex Business Partnerships](#) - Adhering to four key principles can help companies increase the odds that their collaborations will increase value over their lifecycles. - 5/14/19

[Want to Be Happier and Less Stressed? Build a 'Third Space' Into Your Day](#) - Use this easy trick to stop work stress from spilling over into your home life. - 5/14/19

[No Joke! Yes, You Can Learn from the Seriously Applicable Ways that The Onion Brainstorms Its Ideas](#) - Brainstorming is a crucial practice in any creative environment, but there's an ever-present tension that often spoils what should be one of the most fun parts of team work. The Onion has perfected an approach that results in a higher number of good ideas. - 5/14/19

[It Takes A Village: Change Management As Community Building](#) - Hierarchical structures can create multiple barriers to the diffusion of information inside organizations. - 5/14/19

[How to Blow a Presentation to the C-Suite](#) - If you're in a position to present to the most senior executives in your organization, avoid these four pitfalls for success. - 5/14/19

MEET GENNY O'BRIEN

[This Elementary School Principal Reads Books on Facebook to Ensure Her Students Have a Bedtime Story](#) - This teacher knows how to reach students outside of school as well as in, all while in her PJs. - 5/7/19

[7 Years Ago, Google Set Out to Find What Makes the 'Perfect' Team—and What They Found Shocked Other Researchers](#) - Shared interest is the lifeblood of teams, and only the most successful companies know how to foster it. Learn how to be the change you want to see in both your team

and your company. For more information on SGR's team building workshops, email [Mike Mowery](#). - 5/7/19

[Why I Encourage My Best Employees to Consider Outside Job Offers](#) - Encouraging your best employees to pursue outside job offers can help your business succeed. - 5/7/19

[Reading in the Age of Constant Distraction](#) - Literature holds meaning, not as content that can be abstracted and summarized, but as experience. - 5/7/19

[3 Things You Need To Consider Way Before Developing Your Brand](#) - Learning to effectively communicate these three things will help to make your brand more successful. - 5/7/19

[6 Social Media Skills Every Leader Must Learn](#) - Learn how to become a better influential leader on social media. SGR offers affordable [Digital Talent Marketing \(DTM\) packages](#) to help leverage social media in promoting your job openings. Contact [Lori Philyaw](#) for more information. - 5/7/19

[How to Declutter Your Mind](#) - Being busy does not always equal being productive; capturing your thoughts on paper can help declutter your mind. - 5/7/19

[How Adoption Pop-Ups are Saving Cape Town Dogs](#) - This adoption pop-up is giving dogs a new lease on life. - 5/7/19

GUEST CURATOR - DR. MIKE MOWERY

[Servant Leadership Institute Podcast: Bill Walton and Dick Enberg Talk Leadership](#) - This podcast interview with Dick Enberg and Bill Walton focuses on the great UCLA Basketball Coach, John Wooden. As Walton says of Coach Wooden, "He found his happiness in the success of others." That idea may seem out of touch with today's rough and tumble world, but it's as rare then as it is now and captures what being a servant leader is all about. - 4/30/19

[How to Frame Your Messages for Maximum Impact](#) - This article touches on one of the unsung keys to great leadership—the discipline of framing things in the right way. It gives leaders a way to help their team see that life is 10% of what happens to you and 90% of how you respond. - 4/30/19

[The Best Leaders Are Humble Leaders](#) - One of my mentors was my uncle, who was also my coach through most of my youth. In so many ways, he was ahead of his time, but in another way, he was a product of a different era—one which valued humility over sensationalism. He practiced humility and tried to impress its importance upon all of his students. As technology becomes increasingly prominent in our lives, one thing hasn't changed—the staying power of a humble leader. - 4/30/19

[Ten Habits of Unlikeable People](#) - John Maxwell made popular the phrase, "Leadership is influence." At the heart of leadership is our ability to influence people's values, attitudes, and behaviors. The reality is that if people don't like us, they tend to put up barriers that resist our influence, no matter how powerfully we present our case. This article is a great reminder not to allow character flaws to sabotage our leadership. - 4/30/19

[The Key Trait That Will Make You An Exceptional Leader](#) - You may not think about compassion as being a crucial component of great leadership. However, just ask yourself the question, “How inspiring is someone who lacks compassion?” Here’s an article that explores the importance of a virtue that never goes out of style. - 4/30/19

[Mackey: The Case for Servant Over Self-Serving Leaders](#) - Ken Blanchard has forgotten more about leadership than most of us will ever know. So this brief article about the difference between selfish leaders and servant leaders from Blanchard’s perspective is well worth reading. - 4/30/19

[Overcoming the 5 Dangers of Micromanaging](#) - Great leaders in any setting really inspire me, but in almost any organization there are more than a few supervisors who are sucking the life out of their team, and they seem to be absolutely oblivious to it. What are they doing? Micromanaging. If you confront them about it, they almost always have a rationale for why they have to lead this way, but the truth is that no matter what the problem—it’s never the right answer. - 4/30/19

[YES YOU CAN! A Case Study: Emotional Intelligence for People First Leadership at Fedex](#) - I believe that leaders can get better at leadership. Period. Leadership is a set of learned behaviors. However, I believe that the most important item for growing as a leader is self-awareness. This article details how a program at Fed-Ex had remarkable success in increasing the emotional intelligence and self-awareness of participants. - 4/30/19

MEET MARLIE EYRE

[When Managers Break Down Under Pressure, So Do Their Teams](#) - How you respond under pressure as a manager makes an indelible impression on the people around you. - 4/23/19

[What Would You Do if You Could Play Hooky for a Day?](#) - Play a little hooky to find out if you’re having the time of your life or missing out on it. - 4/23/19

[Is Your To-Do List Making You Nuts? Start a To-Don’t List Instead — With Inspiration from Author Adam Grant](#) - Learn how to stop repopulating your to-do list by creating a to-don’t list. - 4/23/19

[Putting People at the Heart of Public-Sector Transformations](#) - People's practices are a decisive factor in the success of public transformation. - 4/23/19

[Today's Leaders Need To Be Great Storytellers](#) - Leaders need to be adept at great storytelling, and who doesn’t love a great story? - 4/23/19

[Our Culture of Contempt](#) - Having a robust “competition of ideas”—aka disagreements—can help us innovate, improve, and find the truth. - 4/23/19

[The Art of Governing Through Questions](#) - To produce the right answers, many problems require formulating the right questions. - 4/23/19

[The 4 important Stages of Change Management](#) - Serving your team of people before serving big portions of change can make for a much more successful outcome. - 4/23/19

MEET COURTNEY WARE

[Women in the Workplace 2018](#) - McKinsey's [2018 Women in the Workplace](#) study has some powerful insights regarding too few women in leadership positions that are worth pondering as you work to make your organization more effective. Increase the number of women on your team by advertising your openings on the League of Women in Government [job board](#) and reach over 4,000 women in government across the nation. - 4/16/19

[9 Out of 10 People Are Willing to Earn Less Money to Do More Meaningful Work](#) - Focusing culture on the creation of meaning can help drive productivity. - 4/16/19

[How to Break Bad Management Habits Before They Reach the Next Generation of Leaders](#) - Here's how a new approach to breaking the rules can teach you how to lead differently while you're on the way up. - 4/16/19

[The Surprising Fragility of a Powerful Perk: Company Culture](#) - Better long-term performance can lead to stronger company culture. - 4/16/19

5 Things You Should Look Out For During Any Professional Interview - Talent can sometimes trump skills when you're putting your A Team together. - 4/16/19

[Smart Ways to Handle Snark and Trolls on Social Media](#) - If you were given a patch of dirt and told to fill it with plants, you'd probably grow things that were attractive or useful or both. So why not do the same on social media? - 4/16/19

[A Crucial Role for Human Resources](#) - HR leaders can play a crucial role in motivating and enabling adaptability and empowering employees by doing these 5 things. - 4/16/19

[This Is The Most Powerful Way To Make Your Life Fantastic](#) - Starting with values to make sure that technology serves us instead of us serving it can make your life fantastic! - 4/16/19

MEET CHERYL HILVERT

[5 Key Attributes of High Performing Governments](#) - Ever wonder what an HPO organization looks like? Check out the following [blog](#) and [video](#) for a quick look at key attributes of high performing organizations, including having a strategic plan, aligning people in your organization to it, measuring progress, and meeting your team and stakeholders in a transparent and open environment - 4/9/19

[Three Ways to Be a More Inspiring Leader](#) - As a local government manager, your leadership in any project or organizational improvement strategy is critical. Striving for higher performance is no different. Here are [a couple of articles](#) that discuss important leadership factors that we should all adopt - 4/9/19

[Change Management is Dead: The Rise of Progress Leadership](#) - We all know that no one really likes to change. This article focuses on creating inspiration for "progress." Organizations are successful when their goals connect personally with employees. Discussing, understanding, and

communicating how a team member's personal goals can dovetail with the organization can create commitment because employees want to, not because they have to - 4/9/19

[Employee Engagement - Who's Sinking Your Boat?](#) - This video is a must-watch for anyone who is considering efforts toward achieving higher performance. A personal favorite of mine, it discusses the issues going on in our organizations and methods for addressing the 67% of employees who are not engaged in their work - 4/9/19

[5 Levers for Building Your Desired Culture](#) - Why is workplace culture so important? Because it drives productivity, discretionary effort, and customer experience! Despite the upsides, creating a positive work culture is often not on our priority list. Here are five approaches to bringing your desired culture to life—and it isn't just about the values statements we all post on the walls of our city halls - 4/9/19

[Building the Bonds of a High-Performing Team](#) - So, you have an organizational mission, vision, and goals and are hiring the right people... don't stop there! Chemistry and trust between members of your team are critical to becoming a high-performing organization - 4/9/19

[Leadership Lessons Learned from the Avengers](#) - Leading a team of high performers isn't for the faint of heart. Uniting team members around a common goal, trusting in their judgment and abilities, and letting them be great performers are good approaches for leading a high-performing team. Here are a few leadership lessons from the Avengers, likely the highest performing team you have seen. If you can do this well, you can be "invincible!" - 4/9/19

[5 Principles for Successful High-Performing Local Government](#) - While most local governments are high-performing to some degree, here are some principles from a successful high-performing government recognized by ICMA. Campbell County, Virginia, lists embracing change, achieving alignment, developing your people assets, adapting your organizational structures and systems, and supporting experimentation and renewal as their key ingredients for high performance - 4/9/19

MEET BECKY WELCH

[How the City's Budget Works](#) - The City of Tacoma, Washington, has developed a great video on "[How the City's Budget Works](#)" in addition to a [more typical one](#) regarding where the money goes that they are using to communicate with their citizens - 4/2/19

[What Makes an Organization 'Healthy'?](#) - Alignment, execution, and renewal are just a few examples of what helps to define a healthy organization - 4/2/19

[Mark Cuban Says the Best Employees Are Smart, Driven, and Curious. But 1 Skill Matters Much More \(and Makes Them Invaluable\)](#) - Reducing the stress level of your boss can make you invaluable and score you big points! - 4/2/19

[3 Cities in the US Have Ended Chronic Homelessness: Here's How They Did It](#) - See how this national program is impacting lives and helping to end local veteran homelessness in communities - 4/2/19

[The Fundamentals of Leadership Still Haven't Changed](#) - Explore how the newest thinking on leadership development can lead to "bigger leaders." - 4/2/19

[The Distrust of Intellectual Authority](#) - Questioning and pushing ideas can bring progress, but not all opinions are the right ones.

[Want to Raise Generous Kids? Here's How](#) - Your daily behavior can influence the behavior and actions of your children. Children can learn positive behavior and generosity when parents demonstrate daily examples of these qualities - 4/2/19

[Why #LocalGovernment is Struggling with #Collaboration: The Story of the Council Inspector](#) - See how social media is creating human collaborations and partnerships in communities - 4/2/19

MEET LARRY BELL

[A New Way to Become More Open-Minded](#) - Changing our methods and minds is hard, but it's important in an era where threats of disruption are always on the horizon. - 3/26/19

[Time to Have That Conversation with Yourself](#) - Discover how thinking strategically can make the next 12 months a lot more valuable and productive. - 3/26/19

[An Introvert's Advice for Networking](#) - Learn how to minimize anxiety and awkwardness when cultivating professional relationships. - 3/26/19

[The Key to Modernizing the Public Sector Workforce](#) - Updating the workplace for public-sector staff is just as important as any technological innovation. - 3/26/19

[7 Ways to Streamline Your Hiring Process in 2019](#) - Eliminating bottlenecks can help to cut down on the amount of time it will take you to hire this year. - 3/26/19

[If You Want To Change The World, You Need To Start With Small Groups. Loosely Connected But United By A Shared Purpose](#) - Whether you are a CEO, a political leader, or a social activist, you need more than a big idea to change the world. - 3/26/19

[How a 'Kindness Contagion' Improves Lives, Especially Now](#) - We are more inclined to be generous, kind, or empathic when we see other people around us doing the same. - 3/26/19

[Five Ways To Retrain Your Brain From 'Me-Thinking' To 'You-Thinking'](#) - Learning how to improve the lives of those impacted by your work can be life changing. This article offers great insights into how to think more like an authentic servant leader. - 3/26/19

MEET ANDRA HENSON

[How to Disagree Productively and Find Common Ground](#) - Somedays it feels like the only thing we can agree on is that we can't agree on anything. Find out how to change this! - 3/19/19

[6 Ways to Disrupt Your Traditional Mindset and Become a Better Leader](#) - Becoming a disruptive leader of people can change the way we approach almost everything. - 3/19/19

[4 Signs to Immediately Identify Someone With True Emotional](#)

[Intelligence](#) - A leader can be very destructive or very inspiring; it all comes down to emotional, spiritual, and systems intelligence. - 3/19/19

[30 Principles from “Pre- Suasion” by Robert Cialdini](#) - Redirecting the focus of attention is all you need to persuade people. - 3/19/19

[This Is How To Have A Long Awesome Life: 7 Secrets From Research](#) - Studies suggest that only 25% of our life span is dictated by genes and the other 75% is determined by our lifestyle. Blue zone living has its perks! - 3/19/19

[It Takes A Village: Change Management As Community Building](#) - If organizational change is a community activity, then change makers need to be community builders. - 3/19/19

[Making Kindness a Core Tenet of Your Company](#) - Just as bad behavior tends to spread, so too does good behavior. Kindness, it turns out, is contagious. - 3/19/19

[Public speaking: 3 things I learned from TEDx](#) - What do you want your audience to remember? By focusing on the answer, you will be able to keep your presentations lean and to the point. - 3/19/19

GUEST CURATOR - BILL PETERSON

[5 Ways to Project Confidence in Front of an Audience](#) - Learn five key ways to look and sound as strong as the content you are presenting in order to engage your audience. - 3/12/19

[Turning Potential into Success: The Missing Link in Leadership Development](#) - Organizations around the world are failing on one key metric of success: leadership development. Low engagement and high turnover are costly for organizations, especially if the people jumping ship are high potentials in whom much has been invested. How can companies reduce turnover and create more effective development programs? - 3/12/19

[Firefighters Must Practice Self- Care to Achieve Post- Traumatic Growth](#) - With the thousands of first responders who have been called on to help with natural and man-made disasters, it's more important than ever to pay attention, not just to the response efforts, but to the responders themselves. - 3/12/19

[5 Books Worth Reading This Summer](#) - Bill Gates, founder of Microsoft Corporation, shares a list of books worth reading now or as a summer reading treat. - 3/12/19

[You Can Be Old at 30 or Young at 90 - It's All Up to You](#) - T. Boone Pickens, energy investor and entrepreneur, says that he will never let age be an obstacle, and he's sticking to that. Age is just a number and that number is up to you! - 3/12/19

[What Makes a Good Life Lesson? Lessons from the Longest Study on Happiness](#) - What keeps us happy and healthy as we age? If you think it's fame and money, you're not alone—but, according to psychiatrist Robert Waldinger, you're wrong. As the director of a 75-year-old study on adult development, Waldinger has unprecedented access to data on true happiness. In this talk, he shares three important lessons from the study

and some practical wisdom on how to build a fulfilling life. - 3/12/19

[The 11 Leadership Secrets You've Never Heard About](#) - Success depends just as much on being a great follower as it does on being a great leader. Learn 11 ways that great followers do just that to achieve success. - 3/12/19

[Thomas Jefferson, Steve Jobs, and the Rule of 3](#) - Life, liberty, and the pursuit of happiness... why did Jefferson choose three rights instead of 12? He was a skilled writer, and his famous phrase reflects a rhetorical technique that can be traced to ancient Greece—a figure of speech using three words to express one idea. Communications coach, Carmine Gallo, recommends using the 'Rule of 3' in all areas of communications. - 3/12/19

MEET MURIEL CALL

[These are the World's Most Respected Professions](#) - SGR is very proud that the World Economic Forum has named local government management one of the world's 10 most respected professions. Thanks to Gary Luebbers for recommending this article! - 3/5/19

[Generation X— Not Millennials — Is Changing the Nature of Work](#) - Did you know that Generation X is the most digitally connected generation? A recent study shows that Gen X is playing a critical role in leadership as organizations contend with digital transformation. These individuals are deep and valuable sources of leadership potential, yet they remain underappreciated. - 3/5/19

[17 Simple Things These Successful Executives Do Every Day No Matter What](#) - Whether they're for your physical condition, emotional outlook, or level of productivity, the things you do repeatedly every day define your quality of life. Here are the daily habits several executives credit for the success they have achieved. - 3/5/19

[How to Select and Develop Individuals for Successful Agile Teams: A Practical Guide](#) - What personality traits and values help agile teams bloom? Discover ways to identify these traits when recruiting and coaching your team. - 3/5/19

[What Real Community Looks Like](#) - Sometimes it seems as though America is losing its sense of community. This neighborhood in Newton, Massachusetts, may very well change your mind. - 3/5/19

[The Town Where Retirees Cannot Retire](#) - While many Americans are finding themselves still working jobs past traditional retirement age because of economic necessity, in some fast-aging areas of rural America, older residents are returning to work but not always because they need the money. - 3/5/19

[7 Questions Interesting People Always Ask in Conversations](#) - Want to be the most interesting person in the room? Replace those typical (and boring) questions like "What do you do for a living?" with these refreshing questions that lead to great conversations. - 3/5/19

[7 Mistakes to Avoid as a First-Time Manager](#) - Becoming a new manager can be both exciting and overwhelming. Your performance becomes less dependent on your work and more on what others achieve. Unfortunately, statistics are often against new managers. It's inevitable you'll make a

mistake (or two or three) as you transition into your new role. Learn these common missteps to avoid. - 3/5/19

MEET LARRY BOYD

[Women in the Workplace 2018](#) - McKinsey & Company has released their 2018 Women in the Workplace [report](#). If you want to create a more inclusive workplace, it is worth reading. In addition, if you want to reach more female candidates when recruiting, join all of the leading search firms and post your openings on the [League of Women in Government Job Board](#). - 2/26/19

[Is Civility a Sham?](#) - What exactly is civility, and what does it require? In a talk packed with historical insights, political theorist Teresa Bejan explains how civility has been used as both the foundation of tolerant societies and as a way for political partisans to silence and dismiss opposing views. Bejan suggests that we should instead try for "mere civility," the virtue of being able to disagree fundamentally with others without destroying the possibility of a commonality. - 2/26/19

[The Role of a Manager Has to Change in 5 Key Ways](#) - Today, we believe that the problem in most organizations isn't simply that management is inefficient, it's that the role and purpose of a "manager" haven't kept pace with what's needed. This article from Harvard Business Review will help organizations understand how the roles must change in order to meet today's challenges. - 2/26/19

[In 3 Short Words, LinkedIn's CEO Reveals What Defines an Effective Leader](#) - LinkedIn CEO Jeff Weiner shares three qualities that all effective leaders possess. Learn how these characteristics help determine true leadership and not just the appearance of leadership. - 2/26/19

[Storytelling, Not PowerPoint, Is What Helps You Sell Your Message](#) - A great story can powerfully communicate your message and is essential to your organization's communication strategy. Storytelling can promote excitement in ways that technology can't. - 2/26/19

[How You Deal with Stress Can Ruin Your Employees' Jobs](#) - A new study finds that a manager's reactions to stress can be a key factor in their team's performance. The ability or inability to manage through stressful situations has a major impact on team success. Learn how to find your stress triggers and emotional intelligence gaps and how overcoming them can lead to improvements in your organization's performance. - 2/26/19

[12 Ways to Get From Where You Are to Where You Want to Be](#) - When you're at a point where you feel ready to take yourself to the next level, how do you make it happen? National bestselling author, Lolly Daskal, gives you a dozen significant ways you can help move from where you are to where you want to be. - 2/26/19

[How to Push Past Your Biggest Anxieties and Act](#) - What we fear doing most is usually what we most need to do, says productivity guru Tim Ferriss. Learn the simple solution to overcoming your fears in this excerpt from Tools of Titans: The Tactics, Routines, and Habits of Billionaires, Icons, and World-Class Performers. - 2/26/19

MEET LORI PHILYAW

[The Benefits of Laughing in the Office](#) - You can laugh and keep your job. Within the bounds of decency, laughter, on the whole, is a good thing, and the benefits far outweigh the risks. Learn about the benefits of laughter in the office in this Harvard Business Review article. - 2/19/19

[6 Helpful Strategies to Take Into Your Performance Review](#) - When given criticism, many of us get defensive or distracted. Learn how to face feedback like a pro, from negotiation expert Sheila Heen. - 2/19/19

[How to Be an Inspiring Leader](#) - When employees aren't just engaged, but inspired, that's when organizations see real breakthroughs. Inspired employees are far more productive and, in turn, inspire those around them to strive for greater heights. - 2/19/19

[The Case for Behavioral Strategy](#) - Left unchecked, subconscious biases will undermine strategic decision making. This article by McKinsey & Company shows you how to counter them and improve corporate performance. - 2/19/19

[13 Signs of High Emotional Intelligence](#) - Wonder what emotional intelligence looks like in everyday life? This article by Justin Bariso, Founder of Insight, gives some great examples. - 2/19/19

[Why It's Worth Listening to People You Disagree With](#) - We get stronger, not weaker, by engaging with ideas and people we disagree with, says Zachary R. Wood. In an important talk about finding common ground, Wood makes the case that we can build empathy and gain understanding by engaging tactfully and thoughtfully with controversial ideas and unfamiliar perspectives. - 2/19/19

[How to Succeed as A New Leader](#) - Everything you've done so far in your career has led you to this position. But the experiences and skills that landed you this new job will not be what allows you to succeed. In fact, you'll need a new set of skills to continue being successful. This article by Lolly Daskal, Executive Leadership Coach, gives you some powerful things you can do to make sure your leadership is moving forward. - 2/19/19

[Servant Leadership: How To Put Your People Before Yourself](#) - Successful leaders maintain a servant's heart and encourage their people to do the same. Imagine what your organization's culture would look like if you and your entire team became servant leaders. Learn to adopt this type of leadership mentality in this article by best-selling author, speaker and coach Cheryl Williamson. - 2/19/19

MEET GARY HOLLAND

[10 Golden Rules Of Personal Branding](#) - Creating the right personal brand will not only help you to be known in your field and consistently land work, but it could be the difference between "Who are you?" and "Thank you for being here" in your career. - 2/12/19

[The Case for Behavioral Strategy](#) - If left unchecked, subconscious biases will undermine strategic decision-making. This article by McKinsey & Company shows you how to counter these biases and improve team performance. - 2/12/19

[How Tech Companies Deceive You into Giving up Your Data and Privacy](#) - Have you ever actually read the terms and conditions of the apps you use? In this talk about the alarming ways tech companies deceive their users,

Finn Lützwow - Holm Myrstad shares insights about the personal information you've agreed to let companies collect—and how they use your data at a scale you could never imagine. - 2/12/19

[No One Told Me How Leadership Would Change Me](#) - Check your bookshelf—do you have any books that discuss how leadership will change you? Scott Mabry didn't either. In this article, he discusses how he was thrust into leadership because he needed a job and what he's learned along the way. - 2/12/19

[5 Workplace Practices That Are on Their Way Out](#) - A lot of change is coming in the future of work. Jacob Morgan, author and futurist, discusses five outdated work practices that should be removed from the workplace and replaced by newer, more innovative thinking and streamlined, employee-friendly processes. - 2/12/19

[The End of Bureaucracy](#) - While most business leaders recognize that bureaucracy squashes initiative, risk-taking, and creativity, it continues to be the norm. In a complex global environment, it's seen as a necessary coping mechanism. In this article about organizational structure, Gary Hamel and Michele Zanini search for an end to bureaucracy. - 2/12/19

[Five Questions to Ask Yourself When Something Bad Happens at Work](#) - Bad things happen in everyone's career—projects fail, you apply for jobs that you don't get, you sometimes even get fired. But it's how you cope that makes a difference. - 2/12/19

[Open Culture](#) - Open Culture offers thousands of free online courses, movies, audiobooks, e-books, and so much more. Every presenter, every student, and every thinker should have it on their resource list. - 2/12/19

SGR GUEST CURATOR- REGAN BOLI

[Servant Leadership: How To Put Your People Before Yourself](#) - If I took five minutes to talk to your team about their thoughts of you as a leader, what would they say? Would they say that you were a servant leader? - 2/5/19

[It's Better to Hang Out with People Better than You](#) - Arrogance needs to feel superior so it huddles with inferiors. Learn the practice of humility for a day and become a better leader. - 2/5/19

[The Research Is Clear: Long Hours Backfire for People and for Companies](#) - The biggest question we have to ask ourselves about overwork is not just, "Who's to blame?" but a more basic one: "Does it work?" Is overwork actually doing what we assume it does—resulting in more and better output? Or, are we actually getting less done? - 2/5/19

[Overworked Employees? 15 Signs You May Be Pushing Workers Too Hard](#) - Workplace stress and unhappiness can profoundly affect your business and trying to accomplish so much can mean putting stress on your employees that can lead to burnout. - 2/5/19

[Why You Should Manage Your Energy, Not Your Time](#) - For 10 years, Lisa Congdon's days were packed like a "can of sardines." Juggling between five and 20 projects at any one time, the artist and author, based in Portland, Oregon, tried to squeeze as much into her daily work schedule as she could, with negative results. This article explores the importance of rest, deflecting distraction, and embracing the slumps in our day to improve productivity. - 2/5/19

[The Importance Of Humility In Leadership](#) - “True humility is not thinking less of yourself; it is thinking of yourself less.” In leadership, it can be tempting to become enamored with status. However, it is crucial that leaders focus on their staff more than they focus on themselves. - 2/5/19

[Three Truths about Leading with Love](#) - There are three truths of leading with the heart that crystallize when you’ve been blessed to work with someone who opens their heart to their company, their teams, and their stakeholders and who imbues their role with the grace of love. - 2/5/19

[Leader or Manager? These 10 Important Distinctions Can Help You Out](#) - Clearly, there is a symbiotic relationship between those responsible for leading a business and those responsible for managing the work within it. While managers can certainly lead and leaders can certainly manage, the skills required to be good at either are separate and distinct. - 2/5/19

SGR CONFERENCE SPEAKER SPOTLIGHT - KATHY MCNELIS

[Are Your Property Taxes Too High?](#) - In this video, the [Texas Municipal League \(TML\)](#) explains how the Texas legislature, not Texas cities, is driving property taxes up. - 1/29/19

[Mentoring Matters: Three Essential Elements of Success](#) - Great succession planning relies on strong mentoring programs. This Forbes article explores how mentoring can be an incredibly powerful professional growth tool. Whether you’re the mentor or the mentee, this relationship can push your career to new heights. Since January is National Mentoring Month, now is the perfect time to explore the positive impact that mentoring can have on your career. - 1/29/19

[What Is the Difference Between Marketing, Advertising, and Branding? A Simple Analogy to Help Explain](#) - Having a “social media campaign,” “online brand,” and “advertising a lot” grossly oversimplifies the deeper and more complex concepts behind a truly effective marketing strategy. Peter Gasca, entrepreneur, consultant, and author, explains the differences between these concepts by simply applying them to you. - 1/29/19

[Building Brands & Creating Cultures of Authentic Servant Leadership](#) - If you want to learn more about effectively branding your organization, check out Building Brands and Creating Cultures of Authentic Servant Leadership by Stacy Schweikhart, who graciously let Ron share some insights from his experience as a city manager. - 1/29/19

[How Do You Get from Diversity to Inclusion? Ask These 4 Questions about Your Meetings](#) - Did you know that just changing the seating in your meetings and other small tweaks can lead to bigger shifts in communities and companies? Dolly Chugh, social psychologist and expert on unconscious biases and unethical behavior, explains this in more detail. - 1/29/19

[Closing the Gender Gap: A Missed Opportunity for New CEOs](#) - Many new CEOs reshuffle their top teams but surprisingly few make them more diverse. Can we do better? This article shares how a more diverse top management team appears to benefit from a richer decision-making dialogue, which can contribute to better financial performance. - 1/29/19

[10 Signs You’re Leading From the Rear View Mirror](#) - Many times we tend

to lead by looking through the rear - view mirror instead of the front windshield. We can get so focused on what's happened behind us that we forget to look forward to the opportunities ahead of us. This article lists 10 signs that you may be suffering from rear-view leadership. - 1/29/19

[Strategic Leadership Means Learning to Listen—Differently](#) - Is there really a difference between hearing and listening? In this article by Mike Hoban, senior consultant for DDI, you'll learn that there's a big difference. Effective listening is an intentional act of leadership, and one that can be developed with practice. - 1/29/19

SGR CONFERENCE SPEAKER SPOTLIGHT - DR. TRISH HOLLIDAY

[The 100 Greatest Innovations of 2018](#) - Check out Popular Science's annual list of the year's most pivotal, influential, and awesome innovations. The list contains a wide range of well-known technologies, discoveries, and products, with some lesser known innovations also making the list, all with the potential to impact our lives for years down the road. - 1/22/19

[52 Things I Learned in 2018](#) - Read this list of 52 things—surprising facts, interesting innovations, and other fascinating tidbits of information—that Tom Whitwell, Senior Consultant at Fluxx, learned in 2018. Some of the items on this list may surprise you! - 1/22/19

[Four Fundamental Qualities that Can Make You a Stronger Manager in 2019](#) - Management is a results-oriented endeavor, and successful managers know how to consistently deliver results. However, even the best-liked manager in a company will struggle in the role if he or she cannot deliver solid results. Here are four qualities that can make you a stronger manager in 2019. - 1/22/19

[How to Overcome Fear and Accomplish Your Goals in 2019](#) - Is fear holding you back and causing you to fall short of your goals? Marketing strategist, consultant, and author Sonia Thompson reveals her four-step method for overcoming any fears that could be obstacles to achieving your goals in 2019. - 1/22/19

[Walking the Talk: Authentic Servant Leadership](#) - Check out Ron's latest article about walking the talk of authentic servant leadership in Quality Cities magazine, published by the Florida League of Cities last month. - 1/22/19

[Fired Up Or Phoning It In? Lessons From The Oakland Raiders Debacle](#) - Were you fired up or just phoning it in in 2018? Best-selling author Don Yaeger uses lessons learned from the Oakland Raiders debacle to illustrate the ways in which our natural "drive to win" in life is impacted by things like culture but also by our ability to cultivate or extinguish the inner fire that helps us achieve our goals. - 1/22/19

[Thriving Amid Turbulence: Imagining the Cities of the Future](#) - The world is facing unprecedented rates of urban expansion. This article explores the major forces that are shaping cities of the future and provides insights into how they can thrive in the face of new challenges and unavoidable changes. - 1/22/19

[Straight Talk About Employee Evaluation and Performance Management](#) - Successfully managing employee performance requires real support for managers and a fair process. This article explains the importance of

managers regularly coaching their employees, creating fair compensation systems, and knowing how to have good and sometimes challenging conversations. - 1/22/19

SGR CONFERENCE SPEAKER SPOTLIGHT - BOB LAVIGNA

[Social Media Predictions for 2019: A Return to Personal Authenticity](#) - Hootsuite CEO Ryan Holmes shares how focusing less on maximizing social media reach and more on generating transparent and meaningful engagement can help organizations succeed in delivering real, personal, and authentic messages. - 1/8/19

[30 Websites That Will Make You Unbelievably Smarter](#) - From free online courses from top universities to e-books and brain teasers, these 30 websites can expand your mind and are great for professional and personal development. - 1/8/19

[12 Warning Signs You Are In Bad Company](#) - The company you keep has tremendous influence on how you live your life. Lolly Deskal, President and CEO of Lead From Within, shares 12 types of people we all should avoid. - 1/8/19

[4 Questions That Employers Should Ask Every Job Candidate](#) - Asking the right questions in an interview can help examine candidates holistically and determine a lot about a candidate in just a few words. Learn questions hiring managers should ask that can help measure the level of emotional intelligence, problem-solving abilities, and what motivates a great candidate. - 1/8/19

[32 Favorite Books of High Achievers](#) - A good book can provide inspiration, escape, and great ideas. Check out some of the top picks from great leaders to add to your reading list. - 1/8/19

[7 Secrets of 'Servant Leadership' That Will Lead You to Success](#) - Learn how practicing servant leadership can create success for your organization and in the lives of your team. - 1/8/19

[Why I Have Coffee With People Who Send Me Hate Mail](#) - In this TED talk, Özlem Cekic, the first female Muslim to serve in the Danish Parliament, shares how having a face-to-face conversation with people we disagree with can be a powerful force in disarming hate. - 1/8/19

[How To Take The Chaos Out Of Managing Others](#) - Learn how creating a year-round process of managing your team can help alleviate stress and strengthen both your leadership skills and your organization. - 1/8/19

SGR GUEST CURATOR - CHERYL DE LEON

[How Humble Leadership Really Works](#) - **Listen for new ideas:** This short article discusses how important it is to “make people feel purposeful, motivated, and energized” at work. Servant leaders see their role as serving and learning from the expertise of their employees. - 12/18/18

[What Does Servant Leadership in Action Look Like?](#) - **Servant leadership in action:** Ken Blanchard and Renee Broadwell authored [Servant Leadership in Action](#) which is a collection of essays by today's top servant

leadership experts. This article address questions about servant leadership answered by three of the book's contributors. Read through the responses—it might leave you wanting to read more! - 12/18/18

[7 Secrets of 'Servant Leadership' That Will Lead You to Success](#) - **Secrets of servant leadership:** Want a quick overview of the beliefs and views held by those who practice servant leadership? Check out this article that reviews seven servant leadership secrets. - 12/18/18

[How to Be an Inspiring Leader](#) - **Leaders can only change by doing things differently:** It's not just inspiration, but accountability, too. Inspiring leaders use their strengths to motivate individuals and teams to take on bold missions. Discover how researchers found that inspiration, combined with accountability, can unlock higher performance through empowerment. - 12/18/18

[Discovering Your Authentic Leadership: HBR Must Reads on Leadership Review #9](#) - **Core steps to becoming an authentic leader:** Authentic leadership is based on your life experiences and story. Reflecting on one's experiences allows individuals to grow as leaders. After you read this article, you may discover that your story is just worth telling! - 12/18/18

[Servant Leadership: How To Put Your People Before Yourself](#) - **Putting people before yourself:** A leader with a servant's heart is an invaluable asset. Find out how you can establish a culture of servant leadership within your organization. - 12/18/18

[Servant Leadership: How a Jar Can Change the Way You Lead and Serve](#) - **How a jar can change the way you lead:** In this Tedx Talk, Ali Fett discusses her path to servant leadership, revealing that "Servant leaders provide the conditions in a workplace for people to become exactly who they are meant to be." We all crave a better brand of leadership. Discover how to create the next version of yourself. - 12/18/18

[TED: Simon Sinek - "The Golden Circle" Clip](#) - **The golden circle by Simon Sinek:** Inspired leaders think and communicate from the inside out. Leaders must identify "why" their organizations exist. Watch this abbreviated TED Talk to understand the importance of the "why." - 12/18/18

SGR CONFERENCE SPEAKER SPOTLIGHT - RON KELLEY

[9 Signs That You're an Ambivert](#) - You've probably been asked several times whether you're an introvert or extrovert. For some of us, it's an easy choice, but for others, it's hard to choose one way or the other. Why should you have to? - 12/11/18

[Seeing Your Way to Better Strategy](#) - McKinsey & Company shares how companies can de-bias their strategic dialogues and make big, bold changes that will shape the future of their company without them getting watered down. - 12/11/18

[Drucker Forum 2018: A Major Transformation of Management is Already Under Way](#) - The world's leading management conference met recently in Vienna, Austria—the Drucker Forum 2018. Before the conference, hopes were expressed that the conference might help "inspire a management movement towards more human-centered management." As it turned out, discussions at the forum revealed that a large-scale movement to transform management is already underway. - 12/11/18

[Amazon Founder Jeff Bezos: This is How Successful People Make Such Smart Decisions](#) - According to Bezos, there are two basic kinds of decisions you can make. Learn what they are and how to make these smart decisions quickly - 12/11/18

[Why You Should Stop Setting Easy Goals](#) - Explore how in some situations, people perceive higher goals as easier to attain than lower ones—and even when that’s not the case, they still find challenging goals more appealing. - 12/11/18

[What Motivates Us at Work? More Than Money](#) - Jessica Gross, a writer based in New York City, suggests that when you look carefully at the way people work, you’ll find out there’s a lot more at play—and at stake—than money. - 12/11/18

[The Agile Manager](#) - Who manages in an agile organization? And what exactly do they do? McKinsey & Company surveyed more than 2,500 people across company sizes, functional specialties, industries, regions, and tenures to answer these questions. - 12/11/18

SGR CONFERENCE SPEAKER SPOTLIGHT - MARK FARRINGTON

[Unleashing the Power of Small, Independent Teams](#) - This article explores how senior leaders can unleash their companies’ full potential by empowering small teams and supporting their managers, whose roles have been redefined by agile thinking. Take a look at what that looks like in action. - 12/4/18

[The Most Powerful Skill Every Leader Should Have](#) - Are we done with smart leaders? Gustavo Razetti believes our society is suffering from the heroic leadership syndrome—we over-glorify leaders who exude charisma. We admire leaders who are smart, self-centered, and charismatic. However, being smart is not enough—great leaders are wise, too. - 12/4/18

[What You Can Learn About Momentum From Packers' Kicker Mason Crosby](#) - Sometimes a leader needs to set his or her people up with a quick win in order to build their confidence and the team’s. That’s exactly what Green Bay Packers Head Coach, Mike McCarthy, did one Sunday—he set Crosby up for a win and allowed him to gain a small sense of momentum. Are you in need of a McCarthy moment?

[Delivering Through Diversity](#) - McKinsey & Company’s latest research reinforces the link between diversity and company financial performance—and suggests how organizations can craft better inclusion strategies for a competitive edge. - 12/4/18

[The Surprising Power of The Long Game](#) - The long game may seem boring, but when someone chooses to play the long game from an early age, the results can be extraordinary. The long game changes how you conduct your personal and business affairs. - 12/4/18

[How Can You Uncover Your Best Self? Start by Judging Other People — Really](#) - Uncovering your micro-motives—that collection of super-specialized things that make your particular heart sing—are key to finding fulfillment and success at work, say social scientists Todd Rose and Ogi Ogas. And there’s a fun way to identify them: observing how you judge others. - 12/4/18

[Strategic Leadership Means Learning to Listen —Differently](#) - There really is a difference between hearing and listening. Learn how effective leaders learn to listen with a “different ear” and how sometimes what you don’t hear is just as important as what you do. - 12/4/18

[Dog Walkers Become North Texas' Unassuming Citizen Patrol](#) - Did you know that every day, nearly 100 police-trained citizen dog walkers, many who are at retirement age, are keeping their communities and kids safe? It’s a chance to use the normal activities of citizens to help with community policing. - 12/4/18

SGR GUEST CURATOR- MIKE GIBSON

[6 Ways Effective Listening Can Make You A Better Leader](#) - Servant Leadership provides what is best for those being led. Listening is one of the most important skills that Servant Leaders employ. Listening gains information, and it builds trust. - 11/27/18

[Leadership: 16 Science- Backed Skills To Make You a Better Leader](#) - Servant Leaders are observant. This article refers to a “human behavior hacker.” If a person seeks understanding and is willing to both watch and learn, she can become a behavior hacker! - 11/27/18

[The Power Of Communication](#) - Servant Leaders are effective communicators. They know that people long for contact and for meaningful work; therefore, Servant Leaders provide both. They stay in touch, and they reinforce why the work matters. - 11/27/18

[What's The Right Voice For A Leader?](#) - What does Servant Leadership sound like? Does pitch matter? Does tone make a difference? Yes. The situation determines the best approach. - 11/27/18

[You Don’t Need a Fancy Title To Be a Servant Leader](#) - Leadership guru Ken Blanchard was impressed by the servant leadership of the man on the garbage truck! The worker was a great example of Greenleaf’s definition of a Servant Leader as someone who “focuses primarily on the growth and well-being of people and the communities to which they belong.” - 11/27/18

[Is a Texas Town the Future of Renewable Energy?](#) - SGR is honored to work with cities like Georgetown where the innovation is impressive. In this case, the innovation is recognized by The Smithsonian! - 11/27/18

[10 Powerful Body Language Tips](#) - Servant Leaders communicate purposefully. They use posture, facial expressions, and gestures in ways that support their message and build trust. Here are some tips to help accomplish this. - 11/27/18

[The Right Way to Hold People Accountable](#) - Servant leaders provide effective accountability. Here are five areas of clarity that can help. - 11/27/18

SGR CONFERENCE SPEAKER SPOTLIGHT - CAROLINE ECKEL

[Making Work Meaningful: A Leader’s Guide](#) - Finding meaning at work makes people happier, more productive, and more engaged. With traditional rewards systems disappearing, workers are looking for new

reasons to believe in their companies. Here are four helpful organizational- design interventions that are simple, inexpensive, practical, and local. - 11/13/18

[How to Stop Saying “Um,” “Ah,” and “You Know”](#) - It’s hard to pay attention to a speaker when every other word is a filler, but when we’re nervous, distracted, or at a loss, it’s easy to lean on these words. A recent study by Quantified Communications determined that we should only be using one filler per minute—the average speaker uses five! Learn how these crutch words can jeopardize a speaker’s impact and how to eliminate them from our vocabularies. - 11/13/18

[Why Being Respectful to Your Coworkers is Good for Business](#) - Looking to get ahead in your career? Start by being respectful to your coworkers, says leadership researcher Christine Porath. In this science- backed talk, she shares surprising insights about the costs of rudeness and shows how little acts of respect can boost your professional success—and your company's bottom line. - 11/13/18

[The Ultimate Guide to Making Smart Decisions](#) - When was the last time you thought about how you decide? If you’re like most people, you’ve never been taught how to make effective decisions. Gain real knowledge of the art of decision making, so you can be clear- headed and laser- focused for the next decision. - 11/13/18

[3 Ways That Your Memory Stays Sharp Even as You Get Older](#) - While our overall memory declines as we age, that’s not the end of the story! In fact, there are certain things older people continue to remember quite well, says researcher Alan D. Castel. In this article, you’ll explore how we remember what matters to us. - 11/13/18

[Tired of Receiving Telemarketing Calls?](#) - If you have been hit with a flood of telemarketing calls on your cell phone, [register](#) your cell phone on the Do Not Call Registry. - 11/13/18

[Want to Really Connect at Your Next Family Gathering? Try this](#) - Liven up your next family gathering with facilitator Priya Parker’s simple trick that led to an unforgettable evening for her and her loved ones. - 11/13/18

SGR CONFERENCE SPEAKER SPOTLIGHT - GINGER NELSON

[Are you looking to find qualified job candidates? If so, your website might be the place to start.](#) - A recent study from [Granicus](#) found that looking for jobs is among the top five tasks on city and county websites. To best serve your job candidates, make sure it’s quick and easy for them to find and apply for employment. For more tips on optimizing jobs on your website, download the [city](#) and [county](#) whitepapers. - 11/6/18

[Driverless Delivery Robots Arrive in North Texas](#) - Robots are now zooming the streets of Arlington, TX. Eventually, the driverless delivery robots could crisscross Arlington streets delivering everything from groceries and lunch to packages and documents. Hoping to greatly impact its citizens, Arlington is excited to be a leader in the state for testing this type of technology. - 11/6/18

[How to Build a Thriving Music Scene In Your City](#) - Thinking about showing off your city’s talents to the world? If not, maybe you should be. Publicist Elizabeth Cawein explains how thriving music scenes make cities healthier and happier and shares ideas for bolstering your local music scene. She is dedicated to the belief that smart cities are music cities. Your

city could be the next "music city." - 11/6/18

[Scrabble Has a Whole New Vocabulary. Yowza!](#) - Yowza!! More than 300 new words have been added to the sixth edition of Merriam - Webster's "The Official Scrabble Players Dictionary." See how these new words reflect the changes in the English language and gain a new competitive edge for your next Scrabble game. - 11/6/18

[How Filter Bubbles Distort Reality: Everything You Need to Know](#) - With every click, watch, share, or comment, search engines and social platforms are gathering our information. But many of us don't realize the consequences that these forces bring by altering what we see online and how that content affects us. If everything we see online matches our own likes and preferences, we assume that everyone thinks likes us, and we forget other opinions exist! - 11/6/18

[Delivering for Citizens: How to Triple the Success Rate of Government Transformations](#) - Increasing the number of successful government transformations could help solve society's greatest challenges, serve citizens better, and support the more productive use of public resources. Of course, this is easier said than done! Learn the Five Cs that can more than triple the success rate of government transformations. - 11/6/18

[How to Turn a Group of Strangers Into a Team](#) - It's incredibly challenging when people must come together to quickly solve new, urgent, or unusual problems. "Teaming" allows groups to successfully work together across boundaries created by expertise, distance, and status. Business school professor Amy Edmondson shares the elements needed to turn a group of strangers into a quick-thinking team that can skillfully respond to challenges. - 11/6/18

[5 Questions That Will Make You Emotionally Strong](#) - It's safe to say that we have all made decisions in the grip of intense emotions, and rarely have those decisions worked out. No matter the situation, whether at work, in life, or in love, we need emotional strength to keep our cool and do the right thing. Wall Street Journal Best Seller, Eric Barker, takes a look at what some ancient wisdom has to say about dealing with our most challenging emotions. - 11/6/18

SGR CONFERENCE SPEAKERSPOTLIGHT - STEVE CUNNINGHAM

[The Future of Organizational Management: Ecological Systems Thinking](#) - In order to create economic value in organizational development that is both successful and sustainable, leaders must understand how ideas grow in the context of their environments. - 10/30/18

[U.S. Is Unprepared for the Health Challenges of Climate Change, Experts Warn](#) - Experts warn that the U.S. is not prepared for climate-related risks to public health. From insect-borne disease to environmental disasters such as hurricanes and wildfires, collaboration at the federal and local levels on public health preparedness is more important than ever before. - 10/30/18

[How Urban Spaces Can Preserve History and Build Community](#) - Urban spaces preserve history and enhance quality of life, but they can also build community by making us look at one another in a different way. - 10/30/18

[How To Be Resilient: 8 Steps To Success When Life Gets Hard](#) - What doesn't kill you makes you stronger! To live a full life, some amount of

difficulty is essential. Learn steps to help you succeed when the going gets tough. - 10/30/18

[Gallup's Chief Engagement Scientist Explains Why Employee Engagement and Caring Cultures Differentiate Thriving Organizations](#) - Organizations thrive where employee engagement is high. Hear Jim Harter explain what the most enlightened companies are doing to inspire their workforces in this powerful and important podcast. - 10/30/18

[A CEO's Guide to Reenergizing the Senior Team](#) - When business conditions change rapidly, CEOs need to be able to rely on their best leaders to adapt quickly. Learn how to coach senior team members to be able to adjust course quickly when the need arises. - 10/30/18

[An Effortless Way to Improve Your Memory](#) - Distractions and interruptions create stress that can result in forgetfulness. Recharge and improve your memory by enjoying 10- 15 minutes of quiet contemplation and undisturbed rest. - 10/30/18

[The Great Vampire Epidemic of the 1720s](#) - In preparation for Halloween tomorrow night, learn about The Great Vampire Epidemic of the 1720s. - 10/30/18

MEET MILA COSGROVE

[Catalytic Leadership: Strategies for an Interconnected World](#) - The Luke Center for Catalytic Leadership has been advocating for and educating public sector leaders on collaborative problem solving for 30 years. The principles outlined in Catalytic leadership will be familiar to those with a servant leadership style. - 10/23/18

[HR2020 Shifting Perspectives: A Vision for Public Sector HR](#) - A robust and effective human resource function is the hallmark of a healthy, vibrant, and responsive organization. The HR2020: Shifting Perspectives report outlines a roadmap for how your human resource function can deliver transformational service delivery. - 10/23/18

[Using a Lifepreserver for Issues Management](#) - Working in the public sector, we encounter complex, divisive issues on a regular basis. There are strategies that can be learned to help build support and neutralize naysayers. For a quick review of some useful concepts and helpful tools, check out this blog entry on Govloop. - 10/23/18

[The Next Twenty Years in Local Government](#) - Spend some time thinking about the long - term future of your community. The Alliance for Innovation has a great publication called "The Next Big Thing." It is an easy- to- read and thought - provoking report that should be on every local government administrator's reading list. - 10/23/18

[Reinventing Performance Management](#) - Marcus Buckingham offers timely and relevant insight on how to reinvent performance management. - 10/23/18

[8 Essential Books on Government Leadership](#) - Reading inspires and informs me. Here is a list of 8 essential books on leadership in the public sector. Add at least one to your beach reading list. - 10/23/18

[Three Simple Practices That Can Help Boost Happiness at Work](#) - Big idea in a small package... this easy to implement mindfulness practice is deceptively simple but powerful. - 10/23/18

[Marcia Daszko and Sheila Sheinberg – Survival is Optional](#) -

Transforming an organization is complex work requiring a different level of thinking. In this quick read, Marcia Daszko and Sheila Sheinberg offer relevant insights. - 10/23/18

MEET LAUREN SWAIM

[What to Do When Algorithms Rule](#) - Astronauts and elevator operators were some of the first people to relinquish decision making to technology. Discover how algorithms produce superior results when artificial intelligence and humans work together in synergy. - 10/16/18

[Attracting and Retaining the Right Talent](#) - Studies indicate that high performers are more than 400% more productive than an average performer. Learn how to attract and keep the best of the best! - 10/16/18

[Arlington Police Recognized in New DOJ Video on Police - Race Relations](#) - The Arlington, Texas, Police Department was recently recognized for its exemplary community relations in a new video released by the Department of Justice and the organization, [Not In Our Town](#). - 10/16/18

[How to Turn a Group of Strangers Into a Team](#) - Business school professor Amy Edmondson shares the elements needed to transform a group of strangers into a quick-thinking team that can nimbly respond to challenges. Learn how “teaming” can help your organization and community succeed. - 10/16/18

[There are Three Sides to Every Argument](#) - We tend to see conflict as two-sided, and we frequently fail to see there is always a third side. Learn how we can all play a role as the third side in helping defuse even the most bitter conflicts. - 10/16/18

[7 Strategies to Keep Your Phone from Taking Over Your Life](#) - We are all guilty of becoming addicted to our smartphones. From the clever use of airplane mode to pruning apps, use these strategies to stay productive and break the cycle of distraction. - 10/16/18

[10 Ways Successful Leaders Think Differently](#) - The way successful leaders think makes them more effective. Learn how to improve your way of thinking so that positive thoughts become positive attitudes that result in positive outcomes. - 10/16/18

[5 Ways to Nurture Your Spirit](#) - We enjoy optimal health when our body, mind, and spirit thrive. Learn ways to nurture your spirit and become a better version of yourself. - 10/16/18

MEET MIKE MOWERY

[New Neuroscience Reveals 7 Secrets That Will Make You Persuasive](#) - Becoming more persuasive is all about finding common ground and how you deliver your message. These seven secrets can help you credibly and successfully navigate your circle of influence. - 10/9/18

[How to Build Closer Relationships](#) - In our constant state of busyness, we often struggle to stay connected. Learn tips from seven TED speakers on ways to recharge, be present, and bridge the gap of emotional distance and build closer relationships with your peers, employees, and loved ones.

- 10/9/18

[9 Ways CEOs Can Become Chief Empowerment Officers](#) - Employees thrive when they feel appreciated, trusted, and have a sense of ownership of organizational mission and goals. Improve morale and build a culture of empowerment with your team by taking time to listen, build trust, and model respect. - 10/9/18

[This Is How To Increase Your Attention Span: 5 Secrets From Neuroscience](#) - Focus is becoming a lost art with all of the texting, phone checking, and social media engagement we do. Multi-tasking distracts our minds and evaporates our attention spans. Learn effective ways to sharpen work, reduce stress, and increase your awareness. - 10/9/18

[Passed Over For a Promotion? Here's How to Recover](#) - Not getting a promotion you hoped for can feel like rejection. Eliminate some of the sting by reflecting and not reacting. Ask for feedback, focus on your "why," and develop goals that will set you up for future opportunities. - 10/9/18

[Why You Need To Prepare Your Organization For A New Era Of Innovation](#) - The rapid pace of next-generation technology makes it more important than ever before to prepare rather than adapt. Savvy leaders understand that in order to shift from agility to exploration, you must learn to combine long-range planning with empowered execution to stay effective and inspired. - 10/9/18

[These Are the Reasons You Can Never Make a Decision](#) - Leaders make decisions that affect the welfare of their teams. The decision-making approach is often based on our willingness to take responsibility for others. Understanding and overcoming the obstacles that create apprehension in committing to decisive action will result in better outcomes and an easier decision-making process. - 10/9/18

[The 5 Types of Mentors You Need in Your Life](#) - A great mentor can help define and express our inner calling, but we actually need more than just one. Engage with these five types of mentors and create your own personal dream team! - 10/9/18

GUEST CURATOR NICOLE LANCE

[The Principles of Human Understanding](#) - In order to cultivate more of your Servant Leadership Awareness, check out this podcast to learn more about the neuroscience behind better the understanding of each other as human beings and how to cultivate a deeper understanding of the employees you lead and the team you support. - 10/2/18

[5 Pieces of Advice Everyone Ignores \(but Shouldn't!\)](#) - Servant Leadership requires empathy and awareness and the ability to promote healing and growth in others. Martha Beck walks you through 5 pieces of advice you should be taking to heart in order to up your Servant Leadership game in this article. - 10/2/18

[Authentic Leadership](#) - Understanding our calling and being able to conceptualize direction for our teams are both critical for Servant Leadership. Learn from Tim Fidler why some of the best leaders "...don't espouse ethereal concepts like 'work/life balance' or 'inclusion'—they set the example and create the environment to make these things a real part of their organization's culture." - 10/2/18

[How to Nurture Empathic Joy in Your Classroom](#) - Borrowing from a different discipline, learn how to embrace the Servant Leadership lesson of Nurturing the Spirit by embracing the use of micro-affirmations, “withitness”, and the power of empathic joy! - 10/2/18

[To Lead, Create a Shared Vision](#) - “The trait that most separates the leaders from individual contributors is something that they haven’t had to demonstrate in prior, non leadership roles.” Using foresight and conceptualization, the authors share thoughts on how to create a shared vision among your team. - 10/2/18

[Why Teams Turn Toxic, and How to Heal Them](#) - If “dysfunction leads to devastation,” then we as Servant Leaders need to embrace the principle of healing in our workplaces. This article offers insight on just how to do that! - 10/2/18

[5 Ways You Can Help to Keep Your Employees Engaged and Growing](#) - Cultivating Growth in our organizations is a responsibility of any Servant Leader. Learn how creating a “Growth Agenda” can help your employees continue to develop and stay engaged. - 10/2/18

[What’s the Worst Kind of Praise You Can Give?](#) - If Servant Leaders are responsible for the growth of their team members and for nurturing the spirit, what should we be making sure we DON’T do when trying to achieve these two objectives? - 10/2/18

MEET BOB TURNER

[The Four X Factors of Exceptional Leaders](#) - Thanks to Bob LaSala for recommending this article that may be the most succinct description of what exceptional leadership looks like that I have seen. - 09/25/18

[Library Receipts Showing Savings Continue to Interest Public](#) - Read about how the Wichita, Kansas, Public Library developed an innovative “savings receipt” to tell the story of value to their patrons. For more information on this incredibly innovative program to enhance the communication of value to citizens, contact Cynthia Berner, Director of Libraries, Wichita Public Library. - 09/25/18

[The Overlooked Essentials of Employee Well-Being](#) - Employee well-being pays real dividends. Invest in reducing stress and improving mental and physical health and you will improve performance. - 09/25/18

[How to Make a Big Decision](#) - The higher a leader rises, the more time they spend making decisions and coaching others on the decisions they will make. Learn how to make better decisions to enhance your effectiveness. - 09/25/18

[Three Competencies That Thought Leaders Demonstrate Exceptionally Well](#) - Thought leaders shape the future. To expand your impact, work on these three competencies. - 09/25/18

[Eleven Signs a City Will Succeed](#) - The Atlantic’s study on successful cities includes some surprising twists that you will want to consider. - 09/25/18

[Build a Tower, Build a Team](#) - Sometimes a team exercise can help you get the point across if done well. This TED talk provides a great example of a team exercise that doesn’t feel schmucky. - 09/25/18

[The Decision Matrix: How to Prioritize What Matters](#) - Setting priorities

determines your destiny. This decision matrix provides a great strategy for determining priorities in the budget process and in everyday life. - 09/25/18

MEET MELISSA VALENTINE

[Ask Better Questions](#) - Asking questions is a valuable way to engage with others and exchange information. Learning to ask better questions and recognizing the importance of listening can open up great dialogue and build better relationships. - 09/18/18

[Want to Take Better Notes? Ditch the Laptop for a Pen and Paper. Says Science](#) - While taking notes with a laptop or computer may seem more efficient since you can type faster than you can write, new research might have you reconsidering using old school pen and paper if you want to retain more information. - 09/18/18

[Here's Mary Meeker's essential 2018 Internet Trends report](#) - At 3.6 billion, the number of Internet users has surpassed half of the world's population. [Mary Meeker's Essential 2018 Internet Trends Report](#) is a must-read for understanding the tech industry. From usage and innovation to e-commerce and data gathering, learn how global innovation and competition are driving Internet usage and monetization. - 09/18/18

[This Is How To Make Your Life Awesome: 6 Secrets From Research](#) - A good life is not out of reach. Harvard Medical School professor George Vaillant led a study of adult development for over 30 years that reveals how we all have the control to have our best life yet! - 09/18/18

[Emotional Intelligence, or Are You Smarter Than a Fifth Grader?](#) - Building emotional intelligence requires self-reflection, self-awareness, and life-long learning. We don't know what we don't know—and admitting that instead of telling people what we do know, often gains us the most credibility. - 09/18/18

[Why Leadership Approach Matters](#) - Leaders at all levels need to be able to use a range of styles to bring out the best in the individuals in a team. Knowing which approach is best used with their team as a whole, or with different individuals within it, is where professional judgement and emotional awareness as a leader comes in. - 09/18/18

[Need to Delegate? Here's How to Do It the Right Way in 5 Really Simple Steps](#) - Delegating to your team empowers them to learn new things, grow as leaders, and master new skills. Good communication and listening not only helps leaders delegate well but creates growth and high performing teams where people and ideas thrive. - 09/18/18

[Why You Will Fail to Have a Great Career](#) - If you want a great career, you have to pursue your passion, your dreams, and the greatest fascination in your life. Passion is what helps you create the highest expression of your talent. Too often, people settle for just a good career when they could have a great career. Stop making excuses and take action to find your true destiny. - 09/18/18

GUEST CURATOR CLAY PEARSON

[Report to the Citizens of Texas](#) – Local government finance professionals have been good about pushing financial information in formats beyond the traditional CAFR and official filings. The State of Texas Comptroller office produces a lot of good information including a citizens’ guide to the State budget. Now if the Legislature would just let local governments closest to the people continue to excel, all would be good. - 09/11/18

[Basic Competence Can Be a Strategy](#) – Fancy programs are alright, but how about strong regular, predictable management as a strategy for excellence? Getting operations management, performance monitoring, target setting, and talent management right can be one of the first steps toward excellence. - 09/11/18

[A lesson in American Greatness](#) – “There is, of course, another argument for barring refugees. Some Americans simply don’t want more foreigners in their midst, and it is their right to hold that view. Yet the politicians who dignify it with specious arguments are making fools of themselves and harming America. Refugees make the country stronger, as well as better. They always have.” - 09/11/18

[Improving Workplace Culture, One Review at a Time](#) – It’s assumed for us in the public sector that we live in a fishbowl with open access to most everything. Technology is spreading that to the private sector and doubling down on the transparency in the public sector. Although a bit crude in these early stages, Glassdoor and the like are making a difference in employee expectations and sharing. - 09/11/18

[Behavioral Insights for Cities](#) – Want some tools to change behavior and gain desired action? Hope is not a strategy. People do things a certain way and react in a certain way, and there are techniques to encourage desired behaviors and responses. Use evidenced-based techniques for affecting how human beings actually behave. - 09/11/18

[A roadmap for AI: 10 ways governments will change \(and what they risk getting wrong\)](#) – Automating processes is exciting and full of potential for local gov, but there’s a risk too. “For now too much of the debate is repeating the consistent mistake made in past attempts at digital government—focusing on how to use shiny new tools rather than on what’s really needed to make systems more intelligent...” - 09/11/18

[Hidden Brain: Researchers Delve into Improving Concentration](#) - You can connect for deep work over shallow work. You need to do, what Stephen Covey calls, Q2 work that’s important, but not immediately urgent. Be conscious of how to use your precious, limited time. As the article suggests, you can either retreat to a cabin in the woods or zap your brain with electricity. Your choice. - 09/11/18

[Coding for a better government](#) – Half the talk is focused on getting apps applied to problems, spreading apps organically to different problems and situations. The other half of the talk is dedicated to how politics are not changing, but what is achievable for a local government is changing. Government as a platform for connections is a good concept. Make bureaucracy—the real work of government—exciting. We’re not just consumers, we are citizens. - 09/11/18

GROWTH OF PEOPLE

[Employee Engagement Isn't Getting Better And Gallup Shares The Surprising Reasons Why](#) - 08/28/18

[Putting Talent at the Top of the CEO Agenda](#) - 08/28/18

If you want to feel better about the world and be inspired by science in a fun and engaging way, follow [Brain Scoop](#) on YouTube. Brain Scoop is the channel of Emily Graslie, the Curiosity Correspondent for the Field Museum of Chicago. - 08/28/18

[The Secrets to a Truly Restorative Vacation](#) - 08/28/18

[The Little Risks You Can Take to Increase Your Luck](#) - 08/28/18

[Arlington Police Recognized in New DOJ Video on Police- Race Relations](#) - 08/28/18

[4 Secrets to Reading Body Language Like an Expert](#) - 08/28/18

[The Secret to Living Longer May Be Your Social Life](#) - 08/28/18

[As Labor Force Participation Rate Falls, Implications Rise for Economy](#) - 08/28/18

STEWARDSHIP

Thanks to Bob LaSala for recommending "[No One Told Me How Leadership Would Change Me.](#)" - 08/21/18

[Strategy vs. Tactics: What's the Difference and Why Does it Matter?](#) - 08/21/18

Thanks to Melissa Valentine for recommending "[The Value Of A Well-Written Thank- You Note.](#)" - 08/21/18

[How to Introduce Yourself So You'll be Unforgettable \(In a Good Way!\)](#) - 08/21/18

[Public Servants Are Older Than Almost Everyone In the American Workforce](#) - 08/21/18

[Unleashing the Power of Small, Independent Teams](#) - 08/21/18

If you were to summarize all of servant leadership in one line, it would be "It is not about me; it is not about now." This story from Florida— "[Future City Manager Donates Kidney](#)"— is another great example of authentic servant leadership. - 08/21/18

[Unknown Unknowns: The Problem of Hypocognition](#) - 08/21/18

Thanks to Martin Lind with Vision by Granicus for recommending "[The Roadmap to Engaging Government's Employees.](#)" - 08/21/18

FORESIGHT

"[Leave a Legacy That Matters](#)" is an article by Ron in this month's Colorado Municipal League Magazine specifically addressing elected officials (download the PDF to access the magazine). - 08/14/18

Should you live for your resume or for your eulogy? [Here are some talks to](#)

[help you find your purpose](#)... - 08/14/18

[How the Houston Astros are Winning Through Advanced Analytics](#) - 08/14/18

Thanks to Bob LaSala for recommending "[Understanding the Customer Experience with Government](#)." - 08/14/18

Just when you thought social media trolling couldn't get any worse... [learn how to spot fake videos of real people](#). - 08/14/18

[North Texas' Suburbs Are Becoming Towns Again](#) - 08/14/18

[How To Introduce Yourself So You'll Be Unforgettable \(In A Good Way!\)](#) - 08/14/18

[The Most Common Type of Incompetent Leader](#) - 08/14/18

Thanks to Doug Thomas for recommending "[The Key Trait That Will Make You an Exceptional Leader](#)" (it isn't what you expect!). - 08/14/18

CONCEPTUALIZATION

To add a bit of joyful awe into your daily life, follow [Microscopic Images](#) on Twitter. Every day they post a new photo of something under a microscope, and it will instill in you a sense of awe at how amazing our world is. - 08/07/18

[Before I Die I want to...](#)- 08/07/18

"[Understanding the Customer Experience in Government](#)" offers some wonderful customer-centric perspectives on the way we do business. Incidentally, SGR has launched a new business line focused on "Mystery Shopper" services for local government. We will be piloting it this fall. - 08/07/18

[The Difference Between Open-Minded and Closed-Minded People](#) - 08/07/18

[The Agile Manager](#) - 08/07/18

Thanks to Bob LaSala for recommending "[Advice from Silicon Valley: How Tech-Sector Practices Can Promote Innovation in Government](#)." - 08/07/18

[From Pyramids to Pipelines: The Importance of Soft Leadership Skills](#) - 08/07/18

[How To Overcome Perfectionism: 4 Secrets From Research](#) - 08/07/18

[The 5-Hour Rule Used by Bill Gates, Jack Ma and Elon Musk...](#) The most successful people on the planet are also the people likeliest to devote an hour a day to reading and learning. - 08/07/18

PERSUASION

The [City of Wichita Falls, Texas](#), is introducing an artistic flair into their

[downtown crosswalks](#) . For more information on their innovative strategies to “intersect” public safety and art, contact [Jana Schmader](#), Executive Director, Downtown Wichita Falls Development, Inc. (940- 322-4525) or [John Burrus](#), Director of Aviation, Traffic and Transportation, City of Wichita Falls (940- 761- 7640). - 07/31/18

[Telling a Good Innovation Story](#) - 07/31/18

[The Mission to Create a Searchable Database of Earth’s Surface](#) - 07/31/18

[How a New Kind of Community is Creating a Better Aging Experience](#) - 07/31/18

[Second- Order Thinking: What Smart People Use to Outperform](#) - 07/31/18

[Unleashing the power of Small, Independent Teams](#) - 07/31/18

[5 Questions to Ask If You Want an Actually Honest Answer From a Reference](#) - 07/31/18

[30 Simple Leadership Strategies That Could Quite Possibly Stop Employees From Quitting](#) - 07/31/18

[9 Ways CEOs Can Become Chief Empowerment Officers](#) - 07/31/18

AWARENESS

Ron recently spoke at the [Missouri Municipal League](#) elected officials conference and wrote a companion article for Missouri Municipal Review on " [Conflict Management for Elected Officials](#) ." Contact [Ron](#) about leadership articles for your professional publications. - 07/24/18

[What is the Role of the Police Department in Building Strong Towns?](#) - 07/24/18

[How Successful People Increase Productivity](#) - 07/24/18

[The Most Important Self - Driving Car Announcement Yet](#) - 07/24/18

[How Self - Driving Cars Will Reshape Cities](#) - 07/24/18

[Living Beyond Limits](#) - 07/24/18

[Decision - Making: How Leaders Can Get Out of the Way](#) - 07/24/18

[7 Lessons About Finding the Work You Were Meant To Do](#) - 07/24/18

It is easy to lose the sense of amazement the entire world had when man first landed on the moon 49 years ago last week. Relive that amazing moment by [watching](#) the actual landing via the video and voice recording from the lunar module. - 07/24/18

HEALING

If your team likes to read books together, consider [4th Dimension Leadership – A Practical Strategy for Creating an Authentic Servant Leadership Culture](#) by Ron Holifield. - 07/17/18

[Multitasking: Giving the World an Advantage it Shouldn't Have](#) - 07/17/18

[Success With a Capital Zzzz](#) - 07/17/18

[Why We Owe It to Ourselves to Spend Quiet Time Alone Everyday](#) - 07/17/18

[Why You Should Stop Being So Hard on Yourself](#) - 07/17/18

[More Governments Turning to Gig Economy for Help](#) - 07/17/18

[How to Find Work You Love](#) - 07/17/18

[How to Implement *and* Sustain Organizational Change](#) - 07/17/18

[Leaders: It's OK to Not Know Everything](#) - 07/17/18

EMPATHY

Baytown, Texas, City Manager Rick Davis has written an excellent and practical book. [Elevating Trust In Local Government: The power of community-based strategic planning](#) is definitely worth your time to read. - 07/10/18

[The Power of Full Engagement](#) - 07/10/18

[Read This Story and Get Happier](#) - 07/10/18

[Developing These 5 Habits Will Make You a Once-in-a-Career Leader to Employees](#) - 07/10/18

[The Benefits of Admitting When You Don't Know](#) - 07/10/18

[Surveying the Experience of Servant Leadership within the Fire and Emergency Services](#) - 07/10/18

[At Work, It's Not Just About Who You Know; It's How Well You Know Them](#) - 07/10/18

LISTENING

[The Secrets to a Truly Restorative Vacation](#) - 06/28/18

The job market has changed. [Job openings now exceed the number of unemployed](#), which means that hiring great talent is just going to get harder. If you are not changing the way you are recruiting, assessing, and developing your team, you are falling behind - 06/28/18

[4 Simple Exercises to Strengthen Your Attention and Reduce Distractibility](#) - 06/28/18

[4 Harsh Truths That Will Make You A Better Person](#) - 06/28/18

[Creating a Decision Journal](#) - 06/28/18

[The Leadership Journey of Abraham Lincoln](#) - 06/28/18

[The Future of Organizational Management: Ecological Systems Thinking](#)
- 06/28/18

NURTURE THE SPIRIT

[At Some Point, You Have to Eat The Broccoli](#) - 06/19/18

[How Anxiety Hurts Workplace Productivity](#) - 06/19/18

[“Motivated Ignorance” is Ruining Our Political Discourse](#) - 06/19/18

["Top 10 Interview Blunders"](#) by Heidi Voorhees offers some exceptional advice to candidates in the League of Women in Government Newsletter - 06/19/18

[Being Vulnerable Is the Boldest Act of Business Leadership](#) - 06/19/18

[All Extremely Confident People Give Up These 13 Habits](#) - 06/19/18

[Why Reading Books Should Be Your Priority, According to Science](#) - 06/19/18

[20 Behavioral Interview Questions to Test If Job Candidates Have High Motivation](#) - 06/19/18

CALLING

[Leadership for a New World—“Three Tests of Leadership”](#) - 06/12/18

["Embrace the Circle of Safety to Foster Trust and Cooperation"](#) - 06/12/18

[The Buffett Formula: Going to Bed Smarter Than you Woke Up](#) - 06/12/18

[7 Lessons About Finding the Work You Were Meant to Do](#) - 06/12/18

[How Netflix Redesigned Board Meetings](#) - 06/12/18

[Actors Were Paid to Support Entergy’s Power Plant at New Orleans City Council Meetings](#) - 06/12/18

[Understanding your Circle of Competence: How Warren Buffett Avoids Problems](#) - 06/12/18

[The Forgotten Skill That Will Make You a Better Leader](#) - 06/12/18

BUILDING COMMUNITY

[What Advice Do You Wish You'd Gotten When You Graduated From College? 25 TED Speakers Answer](#) - 06/05/18

[Four Questions To Ask For Better Employee Engagement](#) - 06/05/18

[A Two- Step Process to Improve Your Thinking](#) - 06/05/18

[Three Things You Really Need To Stop Saying In Presentations](#) - 06/05/18

[Move in the Right Direction with a Culture Champion](#) - 06/05/18

[Why Great Employees Leave “Great Cultures”](#) - 06/05/18

[How Humble Leadership Really Works](#) - 06/05/18

[Building Virtual Community](#) - 06/05/18

[Solving the Customer- Experience Puzzle: A Guidebook for Government Leaders](#) - 06/05/18

GROWTH OF PEOPLE

[Best Tips for Developing a Resume](#) - 05/29/18

Could Singapore [hold the secret](#) to preparing workers for an uncertain future? - 05/29/18

[Leadership Development as a Competitive Advantage](#) - 05/29/18

[Avoiding Stupidity is Easier than Seeking Brilliance](#) - 05/29/18

[Why You Should Talk to Strangers](#) - 05/29/18

[Learning How to Learn](#) - 05/29/18

[Can You Pass a CEO Test?](#) - 05/29/18

[Fear is Boring, and Other Tips for Living a Creative Life](#) - 05/29/18

[5 Bad Habits That Are Destroying Your Focus](#) - 05/29/18

STEWARDSHIP

[What the Most Successful People Do Before Breakfast](#) - 05/22/18

[Go Fast and Break Things: The Difference Between Reversible and Irreversible Decisions](#) - 05/22/18

[Why Our Brains Fall for False Expertise, and How to Stop It](#) - 05/22/18

[How to Build \(and Rebuild\) Trust](#) - 05/22/18

[The 2 Cs of Management Excellence](#) - 05/22/18

[4 Keys to Becoming a Data- Driven HR Leader](#) - 05/22/18

[The Most Inspiring Speech: The Wisdom of a Third Grade Dropout Will Change Your Life](#) - 05/22/18

If you want your community online newsletter to be more effective, consider Insights from [MailChimp's Send Time Optimization System](#) - 05/22/18

FORESIGHT

[Learning How to Think: The Skill No One Taught You](#) - 05/15/18

[The Eight Elements of a Successful Innovation District](#) - 05/15/18

[7 Fears You Need to Overcome to Be An Effective Leader](#) - 05/15/18

[An Agenda for the Talent - First CEO](#) - 05/15/18

[What You Can Learn from Fighter Pilots About Making Fast and Accurate Decisions](#) - 05/15/18

[Say Goodbye To The Information Age: It's All About Reputation Now](#) - 05/15/18

[Keys to Unlocking Great Decision Making](#) - 05/15/18

[The Nation's First Self-Driving Car Service for the Public Coming to Frisco, Texas in July](#) - 05/15/18

CONCEPTUALIZATION

[Little Libraries Sprouting Up Across Houston](#) - 05/08/18

[The Management Formula Every Leader Should Know \(In One Easy Chart\)](#) - 05/08/18

[Keeping Transformations On Target](#) - 05/08/18

[Mental Models: The Best Way to Make Intelligent Decisions](#) - 05/08/18

[Human Resources in the Age of Automation](#) - 05/08/18

[The Scientific Importance of Free Speech](#) - 05/08/18

[The New Magnetism of Mid-Size Cities](#) - 05/08/18

PERSUASION

[How to Lead Under Pressure and Remain Calm](#) - 05/01/18

[5 Tips to Further Your Business Leadership Skills](#) - 05/01/18

[How to Beat the Transformation Odds](#) - 05/01/18

[Master The New Ways Of Marketing & Stand Out From The Crowd](#) - 05/01/18

[4 Groups Will Make or Break Your Company's Culture](#) - 05/01/18

[Why It's Worth Listening to People You Disagree With](#) - 05/01/18

[3 Essential Habits of High Performing Leaders](#) - 05/01/18

AWARENESS

[13 Tips for New Lieutenants from the Socom Commander](#) - 04/24/18

[Three Lenses of Awareness to Help You Identify Emerging Leaders](#) - 04/24/18

[Organizing for the Age of Urgency](#) - 04/24/18

[A Billboard that Acts Like 1,200 Trees](#) - 04/24/18

[Don't Waste People's Time](#) - 04/24/18

[Leading with Inner Agility](#) - 04/24/18

[Insights from MailChimp's Send Time Optimization System](#) - 04/24/18

HEALING

[The Moral Courage to Be a Servant Leader](#) - 04/17/18

[Memo to the CEO: Are You the Source of Workplace Dysfunction?](#) - 04/17/18

[Seven Leadership Secrets You Should Already Know](#) - 04/17/18

[Feel Helpless Against Alzheimer's Disease? You Can Do Something to Help Prevent It](#) - 04/17/18

[The Brain Changing Benefits of Exercise](#) - 04/17/18

[Meltdown: Why Our Systems Fail and What We Can Do About It](#) - 04/17/18

[8 Pieces of Advice for Thriving in a World of Constant Change](#) - 04/17/18

[The Disease of Being Busy](#) - 04/17/18

EMPATHY

[Here is All of the Data Facebook and Google Have on You](#) - 04/10/18

[4 Common Diversity Myths Debunked](#) - 04/10/18

[The Secret Ingredient That Makes Some Teams Better Than Others](#) - 04/10/18

[How Important Is Empathy To Successful Management?](#) - 04/10/18

[6 Transformative Benefits of Respect in the Workplace](#) - 04/10/18

[10 Ways to Recognize Your Leadership Blind Spots Before They Jeopardize Your Business](#) - 04/10/18

[Being Vulnerable Is the Boldest Act of Business Leadership](#) - 04/10/18

[Want to Be a Great Leader? Be More of Who You Really Are. Not Less](#) -

04/10/18

[7 Lessons About Finding the Work You Were Meant to Do](#) - 04/10/18

LISTENING

[You Should Really Look At Your Facebook Third- Party App Settings Right Now](#) - 04/03/18

[How to Establish Trust When Building Relationships](#) - 04/03/18

[How Are You Perceived at Work? Here's an Exercise to Find Out](#) - 04/03/18

[Ask These 4 Empathetic Questions When You are Struggling to Listen](#) - 04/03/18

[Interview with Jeff Bezos](#) - 04/03/18

NURTURE THE SPIRIT

[Wisdom from Star Wars and Homeland: Reflections on Servant-Leadership](#) - 03/27/18

[Want to Know Your Leadership Style? Check for This One Thing](#) - 03/27/18

[Confronting Toxic Company Culture with Servant Leadership](#) - 03/27/18

[The Myth of the Strong Leader](#) - 03/27/18

[Management Is 10% Work And 90% People](#) - 03/27/18

[Why We Need Creative Confidence](#) - 03/27/18

[Five Signs You Work For A Weak Manager](#) - 03/27/18

CALLING

[15 Favorite Interview Questions to Completely Disarm Job Candidates \(in a Really Good Way\)](#) - 03/20/18

[Sure Signs You are Building a Passion- Linked Career](#) - 03/20/18

[The Top 15 Essential CEO Skills](#) - 03/20/18

[Do You Really Know Why You Do What You Do?](#) - 03/20/18

[How to Create an Agile Organization](#) - 03/20/18

[Nearly One- In- Five Americans Now Listen to Audiobooks](#) - 03/20/18

BUILDING COMMUNITY

[How Showing Vulnerability Helps Build a Stronger Team](#) - 03/13/18

[The Front Lines of Gender Inequality](#) - 03/13/18

[How Facebook Figures Out Everyone You Have Ever Met](#) (prepare to be disturbed!) - 03/13/18

[How Urban Agriculture is Transforming Detroit](#) - 03/13/18

[Why Tel Aviv is the City of the Future](#) - 03/13/18

[A Battle is Brewing Between Hackers and Local Government](#) - 03/13/18

[Long Beach Police Launch New App That Allows Tracking of Neighborhood Crime](#) - 03/13/18

[Maintaining a Culture of Builders and Innovators at Amazon](#) - 03/13/18

[20 Words That Once Meant Something Very Different](#) - 03/13/18

GROWTH OF PEOPLE

[The Surprising Thing Google Learned About Its Employees—and What It Means for Today's Students](#) - 03/06/18

[How to Exercise When It's the Last Thing You Want to Do](#) - 03/06/18

[4 Signs You Are Trying Too Hard on LinkedIn](#) - 03/06/18

[Want to Get Great at Something? Get a Coach](#) - 03/06/18

[Ten Red Flags That Scream 'You Need A Different Job](#) - 03/06/18

[8 Things You Need to Cover in a Performance Review](#) - 03/06/18

[Be an Opportunity Maker](#) - 03/06/18

[Ten Job Search Moves That Make You Look Desperate](#) - 03/06/18

[The Single Best Tool for Detecting Fake News](#) - 03/06/18

STEWARDSHIP

[10 Signs You Might Be Leadership Material](#) - 02/27/18

[The Values of Structured Versus Unstructured Cultures](#) - 02/27/18

[How We Will Realize the Promise of Urban Innovation](#) - 02/27/18

[To Join the Tech Revolution, Cities Need a New Operating System](#) - 02/27/18

[Winning the War for Talent in the Public Sector](#) - 02/27/18

[The Hidden Value of Organizational Health – And How to Capture It](#) - 02/27/18

[9 Common Sense Rules to Get the Most Out of Meetings](#) - 02/27/18

FORESIGHT

[How Coca-Cola, Netflix, and Amazon Learn from Failure](#) - 02/20/18

["Leading in the 21st Century: Leadership Challenges Presented by Hierarchy, Generational Difference Culture"](#) is a great article on leadership by Dallas, Texas, Fire Chief David Coatney in this month's Firehouse Magazine. It is worth the read! - 02/20/18

[How the Implementation of Organizational Change is Evolving](#) - 02/20/18

[Ex- Google Exec Matt Dunne Has a Plan to Create a String of Tech Hubs Across Rural America](#) - 02/20/18

[The Unexpected Benefit of Celebrating Failure](#) - 02/20/18

[Habitat for Humanity to Convert Shipping Containers into Affordable Housing](#) - 02/20/18

[Decision Making in Your Organization: Cutting Through the Clutter](#) - 02/20/18

CONCEPTUALIZATION

[Super Bowl MVP Nick Foles's Post- Game Interview Is a Powerful Lesson in Leadership](#) - 02/13/18

[A Reading List for Servant Leaders](#) - 02/13/18

["Got a Wicked Problem? First, Tell Me How You Make Toast."](#) - 02/13/18

[6 Strategies For Staging Goal- Driven Meetings](#) - 02/13/18

[Which of These Habits is Keeping You From Becoming a Great Communicator?](#) - 02/13/18

[What is Serving Leadership?](#) - 02/13/18

[18 Malcolm Gladwell Quotes to Make You Rethink the Path to Success](#) - 02/13/18

[The Five Trademarks of Agile Organizations](#) - 02/13/18

PERSUASION

[Can You Keep Your Meetings to Five Minutes?](#) - 02/06/18

[How to Change Your Culture with Just a Pen and Paper](#) - 02/06/18

[Companies with Diverse Leadership Teams Are More Profitable](#) - 02/06/18

[How Biases, Ego and Politics Derail Businesslike Decisions](#) - 02/06/18

[6 Steps to Help You Embrace Change](#) - 02/06/18

[The Benefits of Saying Nice Things About Your Colleagues](#) - 02/06/18

[Why Your Best Employees Leave](#) - 02/06/18

HEALING

[11 Ways to Begin a Journey Towards Creating a Conscious Culture](#) - 01/30/18

[How Do Leaders Earn Trust?](#) - 01/30/18

[These Are the Skills You Should Learn that Will Pay Off Forever](#) - 01/30/18

[Why You Need to Hit Pause to Keep Moving](#) - 01/30/18

[When Leaders are Hired for Talent But Not Fitting In](#) - 01/30/18

[Untangling Your Organization's Decision Making](#) - 01/30/18

[When Hiring Execs – Context Matters Most](#) - 01/30/18

[To Be the Best – Balance Short-Term Performance with Long Term Organizational Health](#) - 01/30/18

[5 Reality Checks Every Leader Must Face to Succeed](#) - 01/30/18

[Why We Need Best Friends at Work](#) - 01/30/18

HEALING

[You Should Never, Ever Argue With Anyone on Facebook, According to Science](#) - 01/23/18

[Alzheimer's Doesn't Have to Be Your Brain's Destiny](#) - 01/23/18

[Keep Your Praise-to-Criticism Ratio at 4:1 for a Healthy Workplace](#) - 01/23/18

[Abuse, Respect and Leadership – Where Does the Power Lie?](#) - 01/23/18

[6 Habits to Become the Leader You Want to Be](#) - 01/23/18

[Lack of Sleep is Your Worst Enemy](#) - 01/23/18

[If You Are Desperate To Quit Your Job – Read This First](#) - 01/23/18

[4 Easy Rituals that Will Make You Stress-Free](#) - 01/23/18

[A Mayor's Plan to Replace Partisanship with Policy](#) - 01/23/18

EMPATHY

[63% Of Employees Don't Trust Their Leader—Here's What You Can Do To Change That](#) - 01/16/18

[How to Change with Compassion](#) - 01/16/18

[Texas Cops Forge Different Approach to Policing Mentally Ill](#) - 01/16/18

["Build a Tower, Build a Team" is a fascinating TED talk about how teams collaborate and achieve the greatest success](#) - 01/16/18

[Us Instead of Them: How Stockton, California, Has Resisted Political Polarization](#) - 01/16/18

[The Growing Importance of Social Skills in the Labor Market](#) - 01/16/18

LISTENING

[6 Helpful Strategies to Take Into Your Next Performance Review](#) - 01/09/18

[5 Powerful Habits of Good Listeners](#) - 01/09/18

[Why We Avoid Tough Conversations and What We Risk in the Process](#) - 01/09/18

[These 10 Leadership Habits Have Been Found in the World's Best Leaders](#) - 01/09/18

[Facts Don't Change People's Minds. Here's What Does.](#) - 01/09/18

[How Social Media Is Changing Public Administration](#) - 01/09/18

[4 Thought-Provoking Questions to Spark Conversation](#) - 01/09/18

NURTURE THE SPIRIT

["The 4 Kinds of Leaders Who Create the Future."](#) - 01/02/18

[9 Surprising Signs You are an Exceptional Boss](#) - 01/02/18

Check out "[12 Truths I Learned by Life and Writing](#)" by Anne Lamott - 01/02/18

[If We Eliminated Just This One Bad Habit](#) - 01/02/18

[Why We Pretend to Know More Than We Do](#) - 01/02/18

[How Social Media is Changing Public Administration](#) - 01/02/18

CALLING

[Do You Have the Guts to Live, Breathe, and Bleed Your Corporate Values?](#) - 12/19/17

[Making a Difference In the World](#) - 12/19/17

[Here's What You Do When You are Smarter Than Your Boss](#) - 12/19/17

[How Can You Spot True Leaders? They Do Any of These Super Rare Three Things Daily](#) - 12/19/17

[When Hiring, Context Matters](#) - 12/19/17

[Four Ways You Can Motivate Your Team Members to Be Their Best Selves](#)
- 12/19/17

[Managing Your Meetings to Be More Effective](#) - 12/19/17

BUILDING COMMUNITY

[The Unsung Role that Ordinary Citizens Played in the Great Crime Decline](#)
- 12/12/17

[Power Causes Brain Damage](#) - 12/12/17

[Best Practices in Employee Engagement](#) - 12/12/17

[Management Is \(Still\) Not Leadership](#) - 12/12/17

[Building the Civilized Workplace](#) - 12/12/17

[Culture First – Strategy Second](#) - 12/12/17

[The Silent Killer of Workplace Productivity is a Lack of Basic Civility](#) -
12/12/17

[When Employees Believe the Boss is Unfair, They Are More Likely to Disengage and Leave](#) - 12/12/17

GROWTH OF PEOPLE

"[The Tragedy Facing Public Management](#)" at The Civitas Project -
12/05/17

[Why this Tech CEO Keeps Hiring Humanities Majors](#) - 12/05/17

[Think Strategically About Your Career Development](#) - 12/05/17

[Putting Lifelong Learning on the CEO Agenda](#) - 12/05/17

[Learning Innovation in the Digital Age](#) - 12/05/17

[What's Missing in Leadership Development](#) - 12/05/17

[Glide Over the Pitfalls of Becoming a Manager with These Five Steps](#) -
12/05/17

[You Can Teach Yourself to be a Risk-Taker](#) - 12/05/17

STEWARDSHIP

This amazing National Geographic [photo essay](#) reminds us that

stewardship includes being good stewards of our planet - 11/28/17

Being a good steward of your time is as important as being a good steward of money. Use [these tips](#) to prevent distraction and make better use of your time - 11/28/17

[Stop Letting Email Control Your Work Day](#) - 11/28/17

[The Worst Idea in Government Management: Pay for Performance](#) - 11/28/17

[Seven Ways to Reduce Bias in Your Hiring Processes](#) - 11/28/17

[Creating an Innovation Culture](#) - 11/28/17

[The CEO's Guide to Competing Through HR](#) - 11/28/17

FORESIGHT

If you are committed to being an authentic servant leader, you cannot help but be authentically committed to overcoming bias and creating greater equity. This [infographic](#) on "Changing the Gender Equation" effectively communicates some of the challenges, as well as specific strategies for making continued progress towards a more equitable local government environment. - 11/21/17

["The Future is Emotional"](#)—the key to jobs in the future is not college but compassion. - 11/21/17

[How Strategy is Evolving—and Staying the Same—in the Hypergrowth Digital Age](#) - 11/21/17

[Why 'Hydro-Politics' Will Shape the 21st Century](#) - 11/21/17

[Too Convenient? A Mobile Supermarket that Comes to You](#) - 11/21/17

["Privacy Not Included"](#) is an excellent guide to understanding a wide variety of digitally connected toys and gifts and their privacy provisions (or lack thereof), as well as their ability to spy on you. George Orwell would be amazed at how close he was to our new realities! - 11/21/17

CONCEPTUALIZATION

The City of Little Rock, Arkansas, gave the nationwide contest to snag the new Amazon headquarters a brilliant twist with this ["Dear John"](#) letter. It was a truly brilliant economic development marketing strategy that helped companies all across the nation conceptualize what makes Little Rock awesome - 11/14/17

Mike Abels, a retired city manager now serving as a lecturer in public administration at the University of Central Florida, has authored a fascinating article entitled ["A New Administrative Paradigm to Meet the Challenges of Post Modern America?"](#) - 11/14/17

["Astro-matic Baseball"](#) is a Sports Illustrated article from 2012 that predicted that the Houston Astros would become World Series winners. It is a great read regarding how leaders must rely on both personnel and

analytics to drive powerful change and success - 11/14/17

[It's Time for a Different Leadership Model](#) - 11/14/17

[Nine Actions Leaders Take Daily that Speak Louder than Words](#) - 11/14/17

[The Human Side of Smart Cities](#) - 11/14/17

[What It Feels Like to See Earth From Space](#) - 11/14/17

[10 Signs You Might Be Leadership Material](#) - 11/14/17

PERSUASION

[Courage – the Defining Characteristic of Great Leaders](#) - 11/07/17

[38 of the Most Inspirational Leadership Quotes](#) - 11/07/17

[Want to Be a Successful Leader? Practice These Six Things Daily](#) - 11/07/17

[How to Change People's Minds](#) - 11/07/17

[LinkedIn Cheat Sheet for Tweaking Your Profile to be More Attractive to Employers](#) - 11/07/17

[This is Your Brain on Art](#) - 11/07/17

[Lead for Loyalty](#) - 11/07/17

[Give Performance Reviews That Inspire](#) - 11/07/17

AWARENESS

[Research suggests](#) that as the brain grows dependent on phone technology, intellect declines - 10/31/17

"[I Became One of the Guys to Deal with Workplace Harassment – It Didn't Work](#)" is a wonderful article that might change your perspective - 10/31/17

[Are Women Better Leaders Than Men?](#) - 10/31/17

[How \(un\)Ethical Are You?](#) - 10/31/17

[11 Signs You Lack Emotional Intelligence](#) - 10/31/17

"[What Ethical Decisions Should Driverless Cars Make?](#)" is a compelling TED Talk that helps us confront some issues when technology outstrips our framework for ethical decision making. Such as...should your driverless car kill you if in so doing it saves the lives of five pedestrians? - 10/31/17

HEALING

[Why Trust Matters at Work and What to Do About It](#) - 10/24/17

" [Using Technology to Improve Disaster Recovery](#) " is an excellent TED Talk by Steve Riley, Town Manager of Hilton Head Island, South Carolina, that includes practical technology strategies that will speed healing and recovery after a disaster - 10/24/17

[Work Less!](#) - 10/24/17

[Have Smart Phones Damaged a Generation?](#) - 10/24/17

[Leadership Lessons from the U.S. Coast Guard](#) - 10/24/17

[Here's What Happened to My Productivity When I Started Eating Breakfast](#) - 10/24/17

EMPATHY

[Hurst Encourages Kindness Campaign](#) - 10/17/17

[Women in the Workplace 2017](#) - 10/17/17

[Why a World-Class Brain Surgeon Believes that the Heart Matters the Most in Leadership](#) - 10/17/17

[Are You Empathetic? Your Genes May Hold the Answer](#) - 10/17/17

Want to know the difference between good and bad bosses? [This viral meme](#) ends the debate - 10/17/17

[Before Employees Can Be Creative, They Have to Feel Psychologically Safe](#) - 10/17/17

" [A Practical Way to Help the Homeless Find Work](#) " by Albuquerque, New Mexico Mayor Richard Berry is an incredibly powerful TED talk offering real solutions to a real problem - 10/17/17

[Are You the Source of Workplace Dysfunction?](#) - 10/17/17

NURTURE THE SPIRIT

[The Power of Vulnerability](#) - 10/10/17

[Eyewitness to the Lincoln Assassination on What's My Line in 1956](#) - 10/10/17

[Jason's Deli Finds Servant Leadership Principles Pay Practical Dividends](#) - 10/10/17

[Servant Leadership is About Transformation](#) - 10/10/17

[Servant Leadership and Team Success](#) - 10/10/17

[To Become a Great Leader Act Like a Student Not an Expert](#) - 10/10/17

[Sometimes You Are the Problem](#) - 10/10/17

[The Five Intangibles of Performance Management](#) - 10/10/17

NURTURE THE SPIRIT

["The World's Top 10 CEOs \(They Lead in a Totally Unique Way\)"](#) notes that over the last three decades, the principles of servant leadership have risen to become the very principles guiding the most successful companies on the planet - 10/03/17

According to a noted [McKinsey study](#), companies with the highest gender diversity, as compared to the industry average, see a much higher return on equity (10%), a higher operating result (48%), and a stronger stock price growth (70%). In addition, having at least one woman on the board decreases bankruptcy by a full 20%. Read more [here](#) - 10/03/17

[What I Learned About Coaching After I Lost the Ability to Speak](#) - 10/03/17

[Apologize Already](#) - 10/03/17

[13 Things You Must Give Up to Live the Life You Want](#) - 10/03/17

It's no accident that leading high-tech companies lead their recruitment efforts with a focus on their culture—they know that in today's world, top performing employees are drawn to an organizational culture that they connect with and find satisfying to be a part of. Check out [this example](#) from Nerdwallet - 10/03/17

[You Can Teach Yourself to be a Risk-Taker](#) - 10/03/17

Thanks to Voyage Magazine for this [feature profile](#) on Ron Holifield - 10/03/17

CALLING

["Freeing Yourself From Tin Man Leadership."](#) - 09/26/17

[Smart Cities Require Smart Leadership](#) - 09/26/17

[When Bosses Serve Their Employees, Everything Improves](#) (including employee retention) - 09/26/17

[Most Leaders Do Not Even Know What Game They Are In](#) - 09/26/17

[1 Hard Truth Good Leaders Know About Managing People](#) - 09/26/17

[Organizational Health is a Fast Track to Higher Performance](#) - 09/26/17

BUILDING COMMUNITY

[Decentralized Social Media Management](#) - 09/19/17

[The Secret to a Longer Life May Be Your Social Life](#) - 09/19/17

[Focusing on What Works to Build Workplace Diversity](#) - 09/19/17

[Incentives Don't Help People Change But Peer Pressure Does](#) - 09/19/17

[City of Austin Makes Forbes' Top 10 List of Best Employers](#) - 09/19/17

GROWTH OF PEOPLE

[Do Something Every Day That Scares You](#) - 09/12/17

[What's Missing in Leadership Development](#) - 09/12/17

[What CEOs are Reading in 2017](#) - 09/12/17

[Talking to Yourself Out Loud Can Help You Learn](#) - 09/12/17

[What Government Needs to Do to Meet the Staff Challenge](#) - 09/12/17

[How Functional Leaders Become CEOs](#) - 09/12/17

STEWARDSHIP

[This Email From Elon Musk to Tesla Employees Describes What Great Communication Looks Like](#) - 09/05/17

[How to Handle Underperformers on a Team You Inherit](#) - 09/05/17

[Untangling Your Organization's Decision Making](#) - 09/05/17

[Talent Management Tools and Resources](#) - 09/05/17

[Vertical Ocean Farms That Can Feed Us and Help Our Seas](#) - 09/05/17

Phoenix Public Works Director Ginger Spencer talks to Governing Magazine about [sustainability and change management](#) - 09/05/17

[Three Ways to Plan for the \(very\) Long Term](#) - 09/05/17

"Women in leadership, like millennials, are a sign of successful companies. Of the participating organization, those in the top 20% financially had almost twice as many women in leadership roles, as well as more high-potential women holding those roles." [Read more](#) - 09/05/17

FORESIGHT

[Three Ways to Plan for the Very Long Term](#) - 08/29/17

[Denison Library Use Surges as Library Responds to New Patron Profiles](#) - 08/29/17

[Separated Bike Lanes are Steadily Increasing in Number](#) - 08/29/17

[How We Will Get Around in the City of the Future](#) - 08/29/17

[Cities Seek Deliverance from the E-Commerce Boom](#) - 08/29/17

[Inside the Big Business of Imagining the Future](#) - 08/29/17

[What Makes a CEO Exceptional?](#) - 08/29/17

[The Future of Transportation is Here](#) - 08/29/17

CONCEPTUALIZATION

[Mary Meeker's 2017 Internet Trends Report](#) - 08/22/17

[Why We Need to Imagine Different Futures](#) - 08/22/17

[Five Interview Questions That Will Help You Hire Better People](#) - 08/22/17

[How to Identify Pseudoscience](#) - 08/22/17

[The Business Logic in Debiasing](#) - 08/22/17

PERSUASION

[The Importance of Body Language](#) - 08/15/17

[Stop Shirking When You Give Constructive Criticism](#) - 08/15/17

[Edelman Trust Barometer](#) - 08/15/17

[HR Must Make People Analytics More User-Friendly](#) - 08/15/17

[12 Things All Successful People Do](#) - 08/15/17

[The Coach in the Operating Room](#) - 08/15/17

AWARENESS

[Five Reasons Gallup Believes Workplace Leadership Demands Disruption](#)
- 08/08/17

[The Dark Side of Transparency](#) - 08/08/17

[How Ads Work on YouTube](#) - 08/08/17

[Time for a New Gender Equality Playbook](#) - 08/08/17

[Most City Employees Not Engaged](#) - 08/08/17

[Why Effective Leaders Must Manage Up, Down and Sideways](#) - 08/08/17

[To Build Your Resilience Ask Yourself These Two Questions](#) - 08/08/17

[The Fear Based Profit Strategy of Social Media that is Making America Afraid \(and increasingly stupid\)](#) - 08/08/17

EMPATHY

[Arlington Challenges Its Citizens to Do Random Acts of Kindness](#) - 08/01/17

US Senator Jeff Flake demonstrates the spirit of Servant Leadership when he [defends his opponent](#) - 08/01/17

[Five Steps to Help Yourself Recover From a Setback](#) - 08/01/17

[Five Tips for Managing Conflict for Teams](#) - 08/01/17

[The Art and Science of Well-Being at Work](#) - 08/01/17

[Finding Common Ground During a Divided Time](#) - 08/01/17

[How Exercise Helps Prevent Alzheimer's](#) - 08/01/17

EMPATHY

If you are interested in Servant Leadership, check out the free [20-minute webinar](#) our CEO, Ron Holifield did recently for the National Research Center - 07/25/17

While "[Women in Tech Speak Frankly About a Culture of Harassment](#)" is an industry specific article, the experience encountered by women is far more universal. If you want to be an authentic servant leader, you must be empathetic towards others, and that includes trying to understand others' life experiences - 07/25/17

[Dan Rather on Why America Needs More Empathy](#) - 07/25/17

[Take the Time to Look Out for the Other Guy](#) - 07/25/17

[CEO Fiascos Typically Start With a Lack of Empathy](#) - 07/25/17

[Prevent Burnout by Making Compassion a Habit](#) - 07/25/17

"[Putting Customer Experience at the Heart of Next Generation Operating Models](#)" is focused on the private sector, but has huge implications for citizen services - 07/25/17

[11 Things Smart People Will Not Say](#) - 07/25/17

[Don't Wait to Be a Hero](#) - 07/25/17

LISTENING

[Exceptional Customer Service Delivery—a Lesson From Disney's Jungle Cruise](#) - 07/18/17

[There are Three Sides to Every Argument](#) - 07/18/17

[Strategies That Work for Hearing What is Not Being Said](#) - 07/18/17

[20 Cognitive Biases that Screw Up Your Decision Making](#) - 07/18/17

[What Makes a CEO Exceptional?](#) - 07/18/17

[Leadership and Employee Engagement](#) - 07/18/17

If you want your citizens to hear your message, you need to pay attention to [How Social Media Scheduling Affects Open Rates](#) - 07/18/17

SGR does not normally share beer ads, but [this beer ad from Heineken](#) is an important one to watch - 07/18/17

NURTURE THE SPIRIT

[Why It Is So Hard for Us to Admit We Are Wrong](#) - 07/11/17

[Why Trust Matters at Work and What to Do About It](#) - 07/11/17

[Four Lessons from the Longest-Running Study on Happiness](#) - 07/11/17

[How to Deal With a Chronically Indecisive Boss](#) - 07/11/17

[11 Habits the Best Networkers Have](#) - 07/11/17

[The Value of Being Wrong](#) - 07/11/17

[How Anaheim Restocked Their Performance Evaluation Toolkit](#) - 07/11/17

[How to Increase Motivation—Four Secrets from Research](#) - 07/11/17

CALLING

"[How to Exploit Democracy](#)" is an alarming TED Talk that reminds all of us that in an age of fake news, hacking, and information bubbles, our democracy is at risk. While the talk focuses on geopolitics, the cancer of fake news has become a new strategy locally as well. In both cases, "we the people" are the real culprit - 07/05/17

"[Making a Difference](#)" is a great article by Dan Singer that is worth reading - 07/05/17

[An Enduring Servant Leadership Culture](#) - 07/05/17

[The CEO's Role in Leading Transformation](#) - 07/05/17

[Why You Should Define Your Fears Instead of Your Goals](#) - 07/05/17

[How to See Beyond Your Own Perspective and Find Truth](#) - 07/05/17

[How "Front Porch Conversations" Can Transform Leaders and the Organization](#) - 07/05/17

BUILDING COMMUNITY

[Connected But Alone](#) is a powerful TED Talk that addresses how our devices and our online personas are redefining human connection and communication - 06/27/17

[Denison Library Unveils New Space for Musicians](#) - 06/27/17

[Meet the Perennials](#) is an article that will challenge your thinking about generational differences - 06/27/17

[What is a Perennial? Are You one?](#) - 06/27/17

["Perennials" is a New Term for Looking at the Generations](#) - 06/27/17

[Why We Need to Rethink Public Sector Retirement](#) - 06/27/17

[You Can Connect Communities](#) - 06/27/17

[Five Essential Lessons I Learned in 20 Years of Managing People](#) - 06/27/17

[The Hidden Toll of Workplace Incivility](#) - 06/27/17

[How to Cut 17 Minutes from Your Next Team Meeting](#) - 06/27/17

GROWTH OF PEOPLE

[Five Keys to an Engaged and Innovative Culture](#) - 06/20/17

[The Death of the Annual Performance Review](#) - 06/20/17

[Finding Hidden Leaders](#) - 06/20/17

[Keep a Failure Resume](#) - 06/20/17

[Internal Hires Need Orientation Too](#) - 06/20/17

[No Job Interview? Perhaps It's Your Facebook Profile Photo](#) - 06/20/17

[Think Strategically About Career Development](#) - 06/20/17

[What Job Switchers Want](#) - 06/20/17

STEWARDSHIP

[The Genius of Frugal Innovation](#) - 06/13/17

[The Relationship Between Corporate Culture and Performance](#) - 06/13/17

[CEOs Rank Culture as the Number One Determinant of Success](#) - 06/13/17

[Playing Moneyball with your City](#) - 06/13/17

[How to Cut Costs More Strategically](#) - 06/13/17

[Why We Shouldn't Underestimate the Power of Diversity](#) - 06/13/17

[A New Business Strategy- Treating Employees Well](#) - 06/13/17

[How to Improve Your Finance Skills \(even if you hate numbers\)](#) - 06/13/17

FORESIGHT

[An Enduring Servant Leadership Culture](#) - 06/06/07

[Can Gamification Improve the Hiring Process?](#) - 06/06/07

[Three Ways to Plan for the Very Long Term](#) - 06/06/17

[Why Agility Pays](#) - 06/06/17

[Adaptive Re - Use of Malls](#) - 06/06/17

[Only Long Range Planning Can Offset Short Term Thinking](#) - 06/06/17

[France Opens World's First Solar Road](#) - 06/06/17

[US Workers Face Higher Risk of Being Replaced by Robots – Here's Why](#) - 06/06/17

CONCEPTUALIZATION

[How to Begin Your Presentation](#) is a great short coaching video from Simon Sinek on how to make your presentations more powerful - 05/30/17

[Who Owns Innovation?](#) - 05/30/17

[Enduring Leadership](#) - 05/30/17

[Where Good Ideas Come From](#) - 05/30/17

[The Web as a City](#) - 05/30/17

[How We Can Find Ourselves in Data](#) - 05/30/17

[Four Things That Set Successful CEOs Apart](#) - 05/30/17

PERSUASION

[21 Principles of Persuasion](#) - 05/23/17

"[How Can HR Move from Being Transactional to Transformational?](#)" is a great article by Neil Riechenberg, Executive Director of the International Public Management Association for Human Resources (IPMA - HR) - 05/23/17

[A Simple Exercise to Get Your Team Unstuck](#) - 05/23/17

[If Humble People Make the Best Leaders Why Do We Fall for Charismatic Narcissists?](#) - 05/23/17

[Shape Culture – Drive Strategy](#) - 05/23/17

[How to Tell Leaders They are Not as Great as They Think They Are](#) - 05/23/17

[Communication Planning Tips](#) - 05/23/17

[What Makes a CEO Exceptional?](#) - 05/23/17

AWARENESS

The American Library Association is providing help in [vetting fake news](#) - 05/16/17

[Why Humility is the New Smart](#) - 05/16/17

[Teams Solve Problems Faster When They're More Cognitively Diverse](#) - 05/16/17

[Still Having Hiring Problems? It Might be Time to Look in the Mirror](#) - 05/16/17

[Women in the Workplace 2016](#) - 05/16/17

[The CEO Guide](#) to Customer Experience emphasizes the importance of being aware of what the experience is like from the customer's perspective. Sounds simple...but few do it!

[Meet the Perennials](#) - 05/16/17

EMPATHY

[How Do We Communicate When We See the World So Differently?](#) - 05/09/17

[Political Common Ground in a Polarized United States](#) - 05/09/17

[A Positive Outlook May Be Good for Your Health](#) - 05/09/17

[Leadership In Context](#) - 05/09/17

[Build a Positive Relationship with Your Boss](#) - 05/09/17

[The Organizational Cost of Insufficient Sleep](#) - 05/09/17

[What I Learned from 2,000 Obituaries](#) - 05/09/17

[Jailer Provides Shoes, Clothing, and More to Needy Inmates](#) - 05/09 - 17

EMPATHY

[Uncommon Leadership](#) is about the power of actually caring for other people. - 05/02/17

[The People Power of Transformations](#) - 05/02/17

[Putting Customer Experience at the Heart of Next Generation Operating Models](#) is focused on the private sector, but has huge implications for citizen services - 05/02/17

[Three Simple Rules for Managing Top Talent](#) - 05/02/17

[Abuse Should Not be Tolerated in the Workplace – or Anywhere](#) -

05/02/17

[Five Questions that Will Make You Emotionally Strong](#) - 05/02/17

[Why Good Employees Become Bad Managers](#) - 05/02/17

[The P4 Organizational Culture](#) - 05/02/17

LISTENING

[Thanks for Listening](#) - 04/25/17

[Five Ways to Listen Better](#) - 04/25/17

[How to Make Friends as an Adult](#) - 04/25/17

[Penn State Project Strives to Increase Participation in Local Government](#) - 04/25/17

[Three Things Employees want their Bosses to Ask](#) - 04/25/17

[Being Quiet is Part of Being a Good Leader](#) - 04/25/17

In this delightful, hilarious [talk](#), data journalist Mona Chalabi shares handy tips to help question, interpret, and truly understand what the numbers are saying. - 04/25/17

[Living a Lie—How We Deceive Ourselves to Better Deceive Others](#) - 04/25/17

NURTURE THE SPIRIT

[At United Airlines and Wells Fargo, Toxic Culture Starts with the CEO](#) is a compelling article that provides insights into how leadership shapes organizational culture, which translates into organizational habits. Charles Duhigg in *The Power of Habit* wrote that “It may seem like most organizations make rational choices based on deliberate decision making, but that's not really how companies operate at all. Instead, firms are guided by long-held organizational habits, patterns that often emerge from thousands of employees' independent decisions. And these habits have more profound impacts than anyone previously understood.” The question is, “what type of leadership are you exhibiting that is shaping the behavioral habits that are shaping your organizational culture?” - 04/18/17

[Leaders are More Powerful When They are Humble](#) - 04/18/17

[The Most Meaningful Way to Succeed is by Helping Others Succeed—Are You a Giver or a Taker?](#) - 04/18/17

[Improving the Customer Service Experience to Achieve Government Agency Goals by Focusing on the Journey](#) - 04/18/17

[How to Gain Control of Your Free Time](#) - 04/18/17

[Why Great Coaches \(and Bosses\) Embrace Delegation](#) - 04/18/17

[Why You Should Take a Senior on a Bike Ride](#) - 04/18/17

[I Grew Up in Westboro Baptist – Here is Why I Left](#) is an incredibly powerful and important TED talk about building bridges instead of walls. Megan Phelps offers four strategies for healthier conversations with those we disagree with including 1) Don't assume bad intent; 2) Ask questions; 3) Stay calm, and 4) Make the argument. - 04/18/17

CALLING

[How Purpose Aids Memory and Elevates Performance](#) - 04/10/17

[Why Leaders Should View Themselves as Servants](#) - 04/10/17

[Building Your Employer Brand Reputation](#) - 04/10/17

This [compilation](#) of motivational statements from many sources is both inspiring and insightful for those who are seeking encouragement to passionately pursue their calling - 04/10/17

[Jack Welch Says Leaders Have Five Basic Traits and Only Two Can be Taught](#) - 04/10/17

[GREAT Service Delivery Comes From the Intersection of People, Process, and Place](#) - 04/10/17

[The Job Interview Will Soon be Dead—Here is What Companies are Replacing it With](#) - 04/10/17

[The World Needs Followers](#) is an excellent article recommended by Bob LaSala on the misguided glorification of traditional leadership skills that has emptied the meaning from the concept of authentic leadership and our intense need for leaders who put service above stature - 04/10/17

BUILDING COMMUNITY

This Pentatonix cover of the John Lennon song [Imagine](#) is incredibly powerful and moving and so appropriate for building bridges in our divided world - 04/03/17

[Suburban Sprawl Stole Your Kids' Sleep](#) - 04/03/17

[Four Ways to Make Your Community More Walkable](#) - 04/03/17

[How Government Can Be a 'Best Place to Work'](#) - 04/03/17

[The Neuroscience of Trust](#) is a powerful and compelling article about the payoffs for building trust with your team - 04/03/17

[Five Keys to an Engaged and Energized Culture](#) - 04/03/17

[A Community Engagement Manual for Cities](#) - 04/03/17

[Five Keys to Employee Engagement](#) - 04/03/17

[Why You Should Talk to Strangers](#) - 04/03/17

[Little Known Failed Utopias](#) - 04/03/17

GROWTH OF PEOPLE

If you are interested in Servant Leadership, check out the [free 20- minute webinar](#) our CEO, Ron Holifield did last week for the National Research Center - 03/27/17

[Your Skill Set is Two Years Duration – Max](#) - 03/27/17

[The Greatest Talent Planning Myth](#) - 03/27/17

[New LinkedIn Feature Lets Users Seek a New Job Without Alerting Their Employer](#) - 03/27/17

[13 Leadership Skills You Didn't Need a Decade Ago that Are Now Essential](#) - 03/27/17

[Why Leadership Development is Not Developing Leaders](#) - 03/27/17

[How to Start Conversations You Dread Having](#) - 03/27/17

[The Dangers of Dishing Out Negative Feedback](#) - 03/27/17

[Governments With Succession Plans are Seeing Positive Results](#) - 03/27/17

[If You Don't Understand People, You Don't Understand Business](#) is a great video from Simon Sinek. You cannot really help people grow if you don't understand what makes them tick and what their needs are. - 12/19/16

[Fear is Boring – How to Live a Creative Life](#) - 12/19/16

[Stupefied: How Organizations Enshrine Collective Stupidity and Employees Are Rewarded for Checking Their Brains at the Office Door](#) - 12/19/16

[What Younger Workers Can Learn From Older Workers \(and Vice Versa\)](#) - We typically imagine that the young can help the old understand technology and the old can impart general wisdom. But is there more insight to possible cross- generational learning than these commonplace observations? - 12/19/16

[People Analytics Reveal Three Things HR May Be Getting Wrong](#) - More sophisticated analyses of big data are helping companies identify, recruit, and reward the best personnel. The results can run counter to common wisdom. - 12/19/16

[Make Sure Your Employees Have Enough Interesting Work to Do](#) - If your organization is suffering from productivity issues, start by looking beyond the oh- so- standard time management course for staff. - 12/19/16

Being committed to the growth of all of your people, sometimes means [Weeding Out the Psychopaths](#) - 12/19/16

[3 Powerful Conversations Managers Must Have to Develop Their People.](#) - 12/19/16

[Let's Re- Envision the School Day to Slow the Frantic Pace and Make Time for Real Connection](#) - It's time to scrap the traditional school schedule of

a breathless string of 50 - minute blocks, discrete and disconnected.
12/19/16

STEWARDSHIP

[It's Time to Create a Business Solutions Group](#) - 03/20/17

[A Learner Public Sector Will Not Sustain if you Forget the "Soft Side"](#) -
03/20/17

[Americans Trust Local Government More](#) - 03/20/17

[Google's Approach to Empowerment](#) - 03/20/17

[12 Topgrading Keys to Hiring the Best](#) - 03/20/17

[Digital Leadership is not an Optional Part of Being a CEO](#) - 03/20/17

[When Professionalism and Politics Collide](#) - 03/20/17

[Finding Hidden Leaders](#) - 03/20/17

[Applying Lean Principles to the Public Sector](#) - 03/20/17

FORESIGHT

[3 Ways to Think About the Future](#) - 03/13/17

[Conquering a Short Term Mindset](#) - 03/13/17

[4 Suggestions for Polishing your Crystal Ball](#) - 03/13/17

Local government has been talking for years about the coming labor shortage, but we have done precious little to prepare for it. [The labor shortage is here and it is hitting the building code profession hard](#) -
03/13/17

[Help anticipate the future by listening to leading edge business podcasts on HBR Ideacast](#) - 03/13/17

[You May Hate Planning But Do It Anyway](#) - 03/13/17

[Winning the Expectations Game in Customer Care](#) - Here's how to capture the loyalty of increasingly demanding customers - 03/13/17

[Two Words Make Our Cities More Liveable](#) - 03/13/17

[Effective Leadership in an Era of Change](#) - 03/13/17

CONCEPTUALIZATION

[Radical Leadership in a VUCA world](#) - 03/06/17

The City of Charlotte has produced an exceptional [budget video](#) to citizens understand the basics of the process. - 03/06/17

[How Play Leads to Great Innovation](#) - 03/06/17

Time has published the [100 Most Influential Photos of All Time](#) that helped people relate to things that otherwise might not have had such a great impact - 03/06/17

[Maps that Show Us Who We Are, Not Just Where We Are](#) - 03/06/17

[The Cities of the Future are Smart, Green, Connected, Innovation Hubs](#) - 03/06/17

[Do You Make These Four Presentation Mistakes?](#) - 03/06/17

[How an Old Loop of Railroads is Changing the Face of a City](#) - 03/06/17

[The Skill You Need Now - Presentation Literacy](#) - 03/06/17

Think you're good at guessing stats? Guess again. Whether we consider ourselves math people or not, our ability to understand and work with numbers is terribly limited, says data visualization expert Alan Smith. In [this delightful talk](#), Smith explores the mismatch between what we know and what we think we know - 03/06/17

PERSUASION

[How to be More Persuasive](#) - 02/27/17

Effective job ads help readers "touch" the reality of the job they are considering. [7 Reasons Your Job Ad Will Be Ignored](#) - 02/27/17

[Leadership and Behavior - Mastering the Mechanics of Reason and Emotion](#) - 02/27/17

[Motivating People - Getting Beyond Money](#) - 02/27/17

[Engage Others by Helping Them Understand You](#) - 02/27/17

[Think Smart, Talk Fast: Communication Techniques](#) - 02/27/17

[The Four Building Blocks of Change](#) - 02/27/17

[Five Conversations Every Manager Needs to Have](#) For the Ongoing Development of their People - 02/27/17

I hope you have some wonderful and blessed family time on Thanksgiving. Just to get you in the celebratory mood... [a little Thanksgiving reminder about turkeys from WKRP in Cincinnati](#)! - 11/21/16

Discover the six universal Principles of Persuasion: [The Science of Persuasion](#) - 11/21/16

When the leader of a flock goes the wrong way, what will the flock do? [Pigeons Resist Misguided Leaders](#) - 11/21/16

[Unsplash Offers Unrestricted Use of Amazing Photos](#) to help you share your message better. - 11/21/16

Companies must be prepared to tear themselves away from routine thinking and behavior. [Transformation with a Capital T](#) - 11/21/16

6 TED talks to help you [be more persuasive when negotiating](#) - 11/21/16

This [letter to a state senator](#) by the City of Fort Worth on revenue cap proposals provides an exceptional example of how to communicate your case in a very persuasive manner – and is a great model for making your case to your own state officials. - 11/21/16

Here are four ways to get boards in the game: [Adapting Your Board to the Digital Age](#) - 11/21/16

[Grammarly.com](#) is a free website that helps you communicate in writing more effectively. - 11/21/16

[8 Tips for Influencing People Effectively](#) from Tony Dungy. - 11/21/16

AWARENESS

[Why You Think You Are Right Even When You Are Wrong](#) - 02/20/17

[Lessons in the Delicate Art of Confronting Offensive Speech](#) - 02/20/17

[Reinventing the Workplace for Greater Gender Diversity](#) - 02/20/17

[The Death of Expertise](#) - may be the most important article you will never get your citizens to read - 02/20/17

[Who's in Charge in America After a Catastrophe](#) - and Who Knows? - Television's "designated survivor" imagines a hapless Cabinet Secretary becoming President. The truth about succession is far less clear - 02/20/17

[These Traits Could Make You a More Effective Leader](#) - 02/20/17

[Terms like Millennial and Boomer are Obstacles](#) - 02/20/17

[Mastering the Mechanics of Reason and Emotion](#) - A Nobel Prize winner and a leading behavioral economist offer common sense and counterintuitive insights on performance, collaboration, and innovation - 02/20/17

HEALING

You can help create a healing culture by [Avoiding 10 Types of Toxic People](#). - 11/14/16

[How Not to Say the Wrong Thing](#). The first rule is comfort in, dump out. - 11/14/16

Sometimes we don't do healing things to those who are hurting because we don't know [How to Express Sympathy](#). - 11/14/16

[6 Tips for Dealing with Conflict](#) - Smart ways to handle your next heated situation. - 11/14/16

[Are You Biased Against that Co Worker You Don't Like?](#) - 11/14/16

[How to Hack Stress](#): 6 simple tips to make stress your friend instead of the enemy. - 11/14/16

[Calgary Provides Employee Flu Kits, Indicates Reduced Sick Time Will Offset Costs](#) - 11/14/16

Learning the [The Art of Stillness](#) can help you heal yourself. - 11/14/16

[Paying for People's Drive Through](#) not only lifted up the people who were cared for...but inspired them to pay it forward and care for other people as well. - 11/14/16

Can architecture actually make a difference in the lives of the people who use it? [The Beauty of Architecture that Heals](#) - 11/14/16

Tomorrow is Valentine's Day and here is a [Ted Talk Playlist for the Hopeless Romantic!](#) - 02/13/17

[The Link Between Leadership and Well-Being](#) - 02/13/17

[Getting Beyond Our Tribal Politics](#) - 02/13/17

[Communicating with Tact](#) - What's Your TACT-ometer Reading? - 02/13/17

[Brain Implant Restores Sense of Touch to Paralyzed Man](#) - 02/13/17

[The Benefits of Controlled Breathing](#) - Controlled breathing has been shown to reduce stress, increase alertness and boost your immune system - 02/13/17

[How Exercise Might Keep Depression at Bay](#) - 02/13/17

[A Simple Way to Stay Grounded in Stressful Moments](#) - Stress is an inevitable aspect of our lives at work, but you don't need elaborate practices or escape mechanisms to engage with it - 02/13/17

[The Big Thing About Little Things](#) - 02/13/17

EMPATHY

[E is for Empathy - A Sesame Street Study in Kindness](#) - 02/06/17

[Stand in Their Shoes](#) is one of the many great blog posts by Susan Brown... a great blog you should be following! - 02/06/17

[How to Tell if You're a Jerk](#) - 02/06/17

Caring for all of your employees does not mean ignoring poor performers... it means [Knowing How to Deal with a Toxic Employee](#) - 02/06/17

[What Older Americans can Teach us about the Fight for Civil Rights](#) - 02/06/17

[Engage your Team with this Proven Approach](#) - 02/06/17

[America's Forgotten Working Class](#) - How can we help kids from America's forgotten places break free from hopelessness and live better lives? - 02/06/17

[The Power of Altruism](#) - 02/0/17

[How Employers can Help Their Introverts Network](#) - 02/06/17

[What Empathy Is and Is Not](#) - 02/06/17

LISTENING

[An Unintentionally Hilarious Example of Respectfully Listening to Your Citizens...NO MATTER WHAT!](#) - 01/30/17

[How to Have Better Political Conversations](#) - Robb Willer studies the forces that unite and divide us. - 01/30/17

[How to Make One-on-Ones With Your Employees More Effective](#) - It's important to check in regularly with each of your employees, but how can you make the best use of the time? - 01/30/17

[Appreciative Inquiry 101](#) - Positive thinking is more than just a tagline. It changes the way we behave. - 01/30/17

[Improving Work Conversations with the Right Questions](#) - 01/30/17

[Four Tricky Ways that Fake News Can Fool You](#) - 01/30/17

[How Small Shifts in Leadership Can Change Team Dynamics](#) - Simple tweaks in communication and role-modeling based on the latest behavioral research can nudge employees into top form and create a more productive environment for everyone. - 01/30/17

[It's Always the Leader](#) by Ken Blanchard - 01/30/17

[Just Because You Are in Charge Doesn't Mean You Have to Lead the Meeting](#) (thanks to Jim Proce for recommending) - 01/30/17

[Leading Culture Change – a Lesson from Pollyanna](#) - 01/30/17

[How to Talk About Politics Constructively](#) is all about respectfully listening to each other. - 11/07/16

[The Art of Active Listening](#) is at the heart of helping. - 11/07/16

[Why Tech Support is Purposely Unbearable](#) emphasizes a for-profit corporate strategy for NOT listening which emphasizes one more way that people who shout “run government like a business” do not understand the differences. - 11/07/16

[15 Body Language Blunders Successful People Never Make](#) provides insights into ways that our body language can communicate a variety of unintended negative messages that create barriers. - 11/07/16

[The Algorithms that Tell Bosses How Employees are Feeling](#) helps you listen to someone's heart as well as their words. - 11/07/16

[The Four Pillars of Distinctive Customer Journeys](#) - Reacting to live feedback from real customers is often the difference between a good and a great customer experience. - 11/07/16

[The Simplest Questions Lead to the Greatest Insights](#) - Asking “why” can help you get to root causes and create ideas for fixing the biggest issues you face. - 11/07/16

[When It's Worth Having a Meeting Before the Meeting](#) - During your pre-meeting, don't be so focused on convincing people that you fail to hear what they say. - 11/07/16

[They are Thinking It – So We Might as Well Hear It](#) - Feedback is a gift, even when difficult to receive or deliver. - 11/07/16

NURTURE THE SPIRIT

Thanks To David Ellison for recommending [Servant Leadership is a Matter of Character](#) - 01/23/17

[A Teacher Invited Some Very Special Students to Participate in Her Wedding](#) and she beautifully demonstrated what it means to nurture someone else's spirit. - 01/23/17

[Four Surprising Ways Culture Drives Growth](#) - 01/23/17

[How Senior Executives Find the Time to be Creative](#) - The number - one attribute CEOs look for in their incoming workforce is not discipline, integrity, intelligence, or emotional intelligence. It's creativity. - 01/23/17

[Cancerous Thoughts Successful People Quarantine](#) - 01/23/17

[8 Proven Secrets to Be Productive Without Being Miserable](#) - The best productivity system is the one you stick with. So can you be more productive without turning into Siri or Hal 9000? - 01/23/17

[Make Your Life Spectacular](#) - The most inspiring Robin Williams speech. - 01/23/17

[Reorganization Without Tears](#) - A corporate reorganization doesn't have to create chaos. - 01/23/17

[What Motivates Us at Work](#) - 01/23/17

BUILDING COMMUNITY

The Town of Gilbert, Arizona is blazing new trails in how to engage citizens with their new [Government Gone Digital Podcast](#). - 01/09/17

[The 22 Hour Job Interview](#) - 01/09/17

[If You Don't Understand People – You Don't Understand Business](#) - 01/09/17

[50 Reasons Everyone Should Want More Walkable Streets](#) - If someone shifts from a long commute to a walk, their happiness increases as much as if they'd fallen in love. - 01/09/17

[Remote Working May be Waning](#) - People have six fundamental needs they seek to meet through work. - 01/09/17

[Using Behavioral Science to Manage the Customer Experience](#) - By guiding the design of customer interactions, the principles of behavioral science offer a simple, low-cost route to improved customer satisfaction. - 01/09/17

A surprising 60 percent of 18- to 34- year- olds don't consider themselves part of the "millennial generation." [Please Stop Calling Us Millennials](#) - 01/09/17

[101 Small Ways You Can Improve Your Community.](#) - 01/09/17

[Facebook Launches Enterprise Software -- Workplace](#) - 01/09/17

CALLING

[7 Lessons About Finding the Work You Were Meant to Do](#) - 01/16/17

[You have to have a real sense of calling to overcome your fears.](#) - 01/16/17

[Why Good Leaders Make You Feel Safe](#) - 01/16/17

[The Man Who Fell to Earth Without a Parachute](#) is an amazing tale of someone who had the courage to try wh at everyone thought was insane (but I bet he has never worked for a 4 - 3 City Council). - 01/16/17

[8 TED Talks for When You Are in the Mood for Adventure](#) - 01/16/17

Jim Collins: [What Cause Do You Serve With Level 5 Ambition?](#) - 01/16/17

Jim Crupi distills some of his best leadership advice into one memorable metaphor: [What Great Leadership and Music Have in Common](#) - 01/16/17

[4 Proven Secrets to Unlocking the Secret of Meaning in Life](#) - 01/16/17

Thanks to Kurt Bressner for recommending [The 100 Best Leadership Quotes of All Time](#) - 01/16/17