

Training Strategies, Inc.
Houston, Texas
(713) 680-1727 (work) – (713) 569-2469 (cell)
nbaird@sbcglobal.net
<http://www.nancybairdtraining.com/>

Texas Association of Counties 2018 Legislative Conference

*Restore What's Right
Your Voice. Your County. The Truth.*

Taking Responsibility for Your County's Success



*Leadership is the art of getting someone else to do something
you want done because he or she wants to do it.*

~Dwight Eisenhower~

August 29, 2018

Presented by
Nancy H. Baird, M.Ed.

Handout – "Restore What's Right: Successful Leaders"

1. **Passionate – Committed to success of county**

- Leader's enthusiasm is visible to everyone.
- Passion and commitment shines through every action.



2. **Consistent – Not controlled by "mood of the day"**

- Similar behavior and does not depend on current problem.
- Creates an environment of success every day.

3. **Honest – Your word is your bond!**

- Guard your integrity with your life.

4. **Humble – Successful without bragging about success**

- Arrogant people think they know everything – humble people are **always learning**.
- Humble people ask questions – ask for help.
- Humble people automatically share credit.



5. **Servant Leaders – Put the county and customers (internal and external) first**

- Excellent listeners – you learn more from listening than talking.
- Have empathy – striving to understand other people's intentions and perspectives.
- Self-aware – able to look at themselves and consider how their behavior impacts others.
- Foresight – they can predict the future by learning from past experiences.



6. **Optimistic – Believe they can accomplish almost anything**

- Optimists add energy – pessimists drain energy.
- Optimism is infectious – your energy fuels the energy of your environment.



7. **Action Oriented – Focused on solutions**

- Takes risks to find the best solutions to the problem – not just focused on problem.
- Focused on strategic problem-solving.



8. **Adaptable – Flexible**

- Flexibility leads to finding new answers, trying new things.
- Great leaders are willing, even eager, to change, to look for new challenges.



Handout – “Restore What’s Right: Your Voice...Your County...The Truth”

1. **Expect the Best.**

- Be visibly distressed when your staff do not live up to expectations.
- Set the bar high. Do not settle for less.
- Do not accept excuses.
- Hold everyone, including yourself, accountable for results.

“You were born to win, but to be a winner, you must plan to win, prepare to win, and expect to win.”

~Zig Ziglar~

2. **Identify the Barriers to Success.**

- Do not blame external environment – lack of funds, state office, politics, global warming, etc.
- Seek out and understand the barriers and potential problems.
- Work to minimize the impact of the barriers.

Resentment is like drinking poison and waiting for the other person to die.

3. **Do Not Be a Victim.**

- Opposite of being a leader.
- Victims are passive.
- Victims allow others to push them around – “Woe is me.”

“In the End, we will remember not the words of our enemies, but the silence of our friends.”

~Martin Luther King, Jr.~

4. **Pay it Forward**

- Share what has worked and what has not worked in your success.
- Find mentees to mentor.
- Give a hand to those below you.

5. **You Control Your Morale!**

- Definition – A state of individual psychological well-being based upon a sense of confidence, usefulness, cheerfulness, discipline, purpose, and willingness to perform assigned tasks.
- Your morale is up to YOU!
- Do not allow others to affect your morale.

“The best morale exists when you never hear the word mentioned.

When you hear a lot of talk about it, it's usually lousy.”

~Dwight D. Eisenhower~

Handout – “Dynamic Leadership”

The Dynamic Leader:

1. Has the **courage** to take calculated **risks**.
2. Has a **passion** to make a **difference** with others.
3. Takes **responsibility** while others are making excuses.
4. Sees the **possibilities** in a situation while others are seeing the limitations.
5. Is **willing** and ready to **stand out** in a crowd.
6. Leads with an **open-mind** and an **open-heart**.
7. **Checks** his or her **ego** at the door.
8. **Sees** problems and obstacles as invitations to growth and **solutions**.
9. **Empowers** others to achieve greatness.
10. **Inspires** others by **respecting everyone**, whether they deserve it or not.
11. **Visualizes** the contribution of everyone.
12. Has the ability to **harness the power** of many.
13. Has unconditional capacity to **listen** to everyone.
14. Knows when to **lead**, when to **manage**, and when to stand down.
15. **Is not a victim!**

*Example is not the main thing
in influencing others. It is the
only thing.*

~Albert Schweitzer~



Handout – “Manager versus Leader”¹

TO MANAGE: To bring about, to accomplish, to have charge of or responsibility for, to conduct

TO LEAD: Influencing, guiding in direction, course, action, and/or opinion.

- ❖ The **manager** administers>>>>>the **leader** innovates.
- ❖ The **manager** is a copy>>>>>the **leader** is an original.
- ❖ The **manager** maintains>>>>>the **leader** develops.
- ❖ The **manager** accepts reality>>>>>the **leader** investigates it.
- ❖ The **manager** focuses on systems and structure>>>>>the **leader** focuses on people.
- ❖ The **manager** relies on control>>>>>the **leader** inspires trust.
- ❖ The **manager** has a short-range view>>>>>the **leader** has a long-range perspective.
- ❖ The **manager** asks how and when>>>>>the **leader** asks what and why.
- ❖ The **manager** has his/her eye always on the bottom line>>>>>the **leader** has his/her eye on the horizon.
- ❖ The **manager** imitates>>>>>the **leader** originates.
- ❖ The **manager** accepts the status quo>>>>>the **leader** challenges it.
- ❖ The **manager** is the classic good soldier>>>>>the **leader** is his or her own person.
- ❖ The **manager** does things right>>>>>the **leader** does the right thing.

Outstanding leaders go out of their way to boost the self-esteem of their people. If people believe in themselves it's amazing what they can accomplish. ~ Sam Walton~

*An army of sheep led by a lion would defeat an army of lions led by a sheep.
~ Arab Proverb~*

¹ Adapted from Learning to Lead by Warren Bennis and Joan Goldsmith. Addison-Wesley Publishing Company: 1994.

2 Things...Questionnaire

Name of Your Supervisor/Manager: _____

1. What two (2) things do you want me (your manager) to **STOP** doing?

1.) _____

2.) _____

2. What two (2) things do you want me (your manager) to **START** doing?

1.) _____

2.) _____

3. What two (2) things do you want me (your manager) to **CONTINUE** doing?

1.) _____

2.) _____

Your Name: _____

Date: _____