

CNC 2024

LEADERSHIP & COMMUNICATION



Nicole Gasparri, CGFO / PHR

Director of Strategic Management & Professional Development

Clerk of the Circuit Court and Comptroller, PBC

Secretary / Treasurer FGFOA



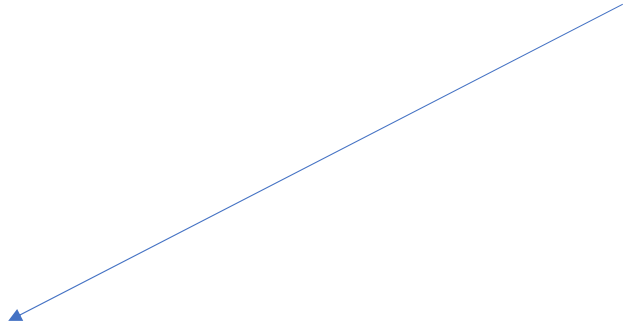
10 things that Require zero talent

- BE ON TIME
- WORK ETHIC
- EFFORT
- ENERGY
- BODY LANGUAGE
- PASSION
- DOING EXTRA
- BEING PREPARED
- ATTITUDE



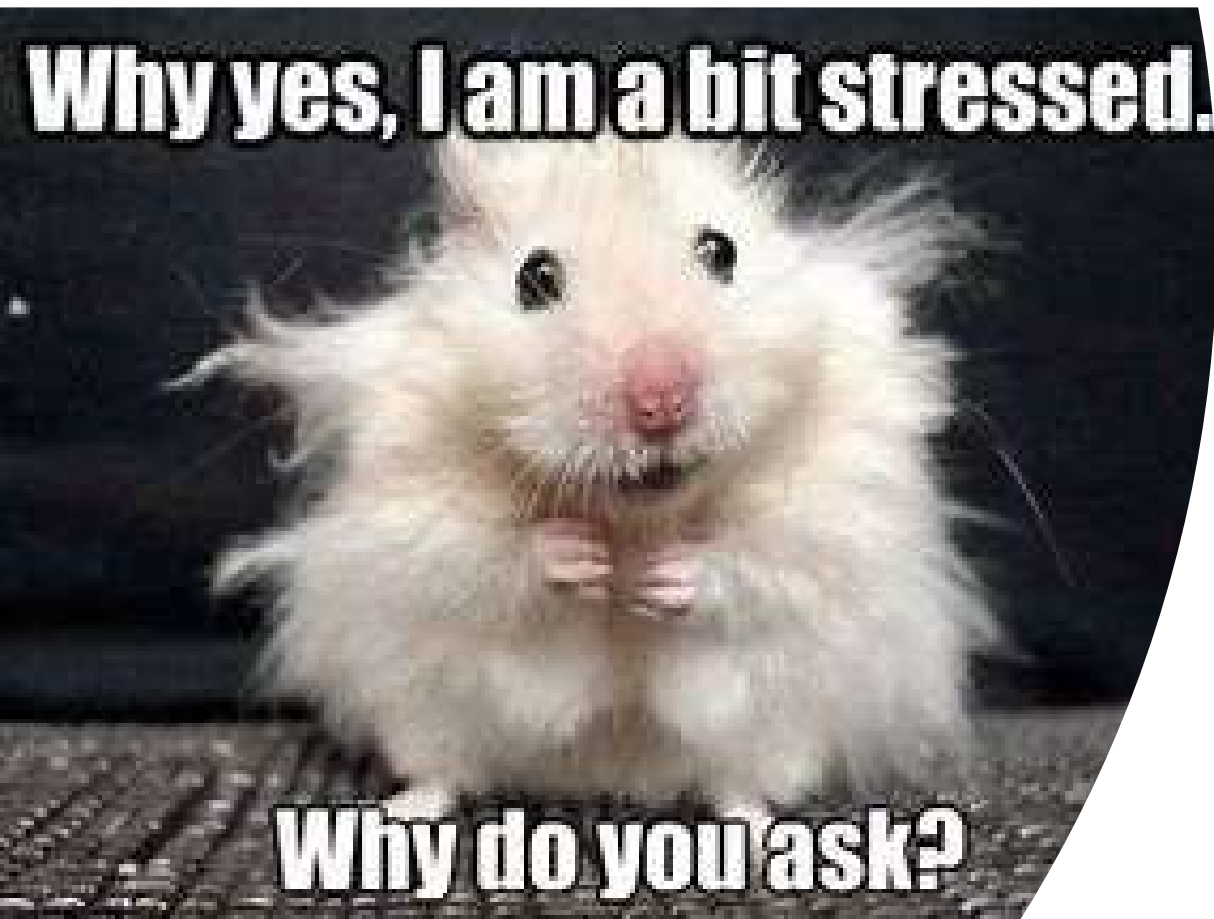
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- BEING COACHABLE
- ATTITUDE



Do you have the right attitude?





Stress Warning Signs

- Hostility / Anger
- Time Urgency
- Professionalism
- Disappointment
- Burnout
- Under Achievement

www.stress.org

—

The leaders is responsible for the environment that lets everything else happen.

- Growing people
- steering the ship
- developing the path



Equipping people with
the right skills,
knowledge and tools



—
Your attitude impacts
everything!



Your attitude impacts everything!

Judging

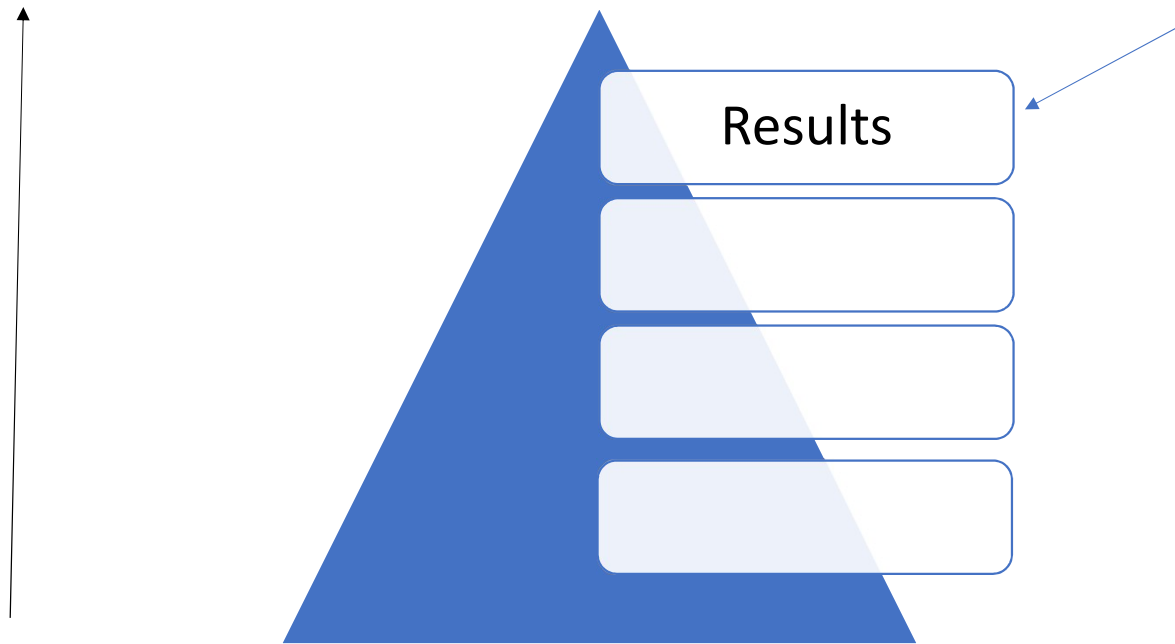
Assessing

Defending

Explaining

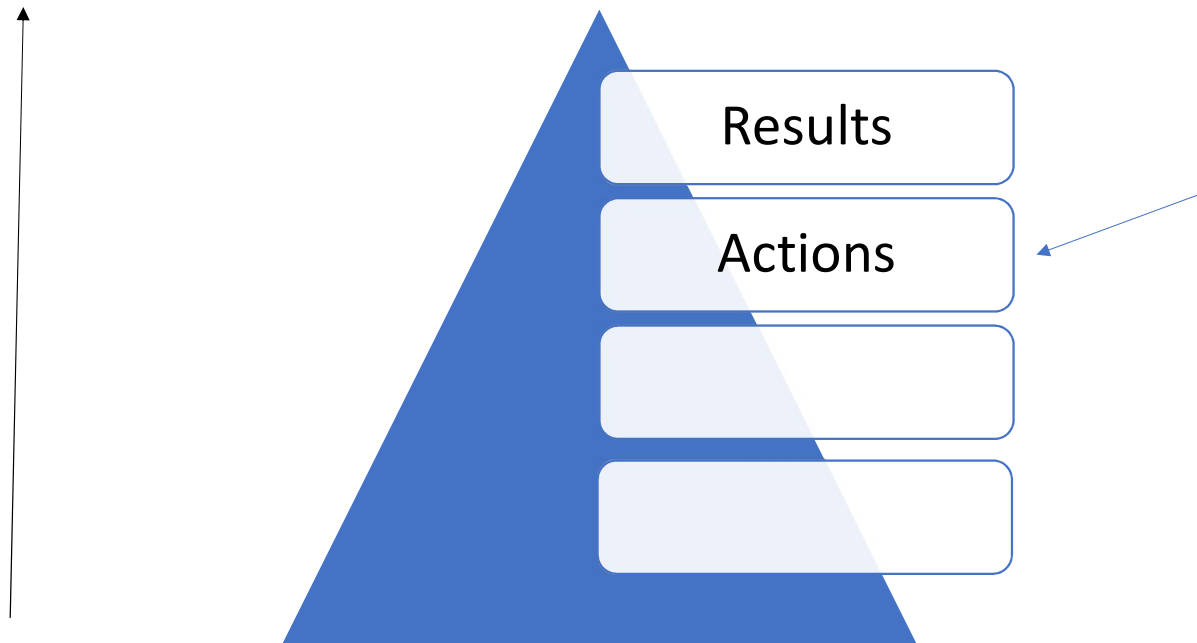


Results focused



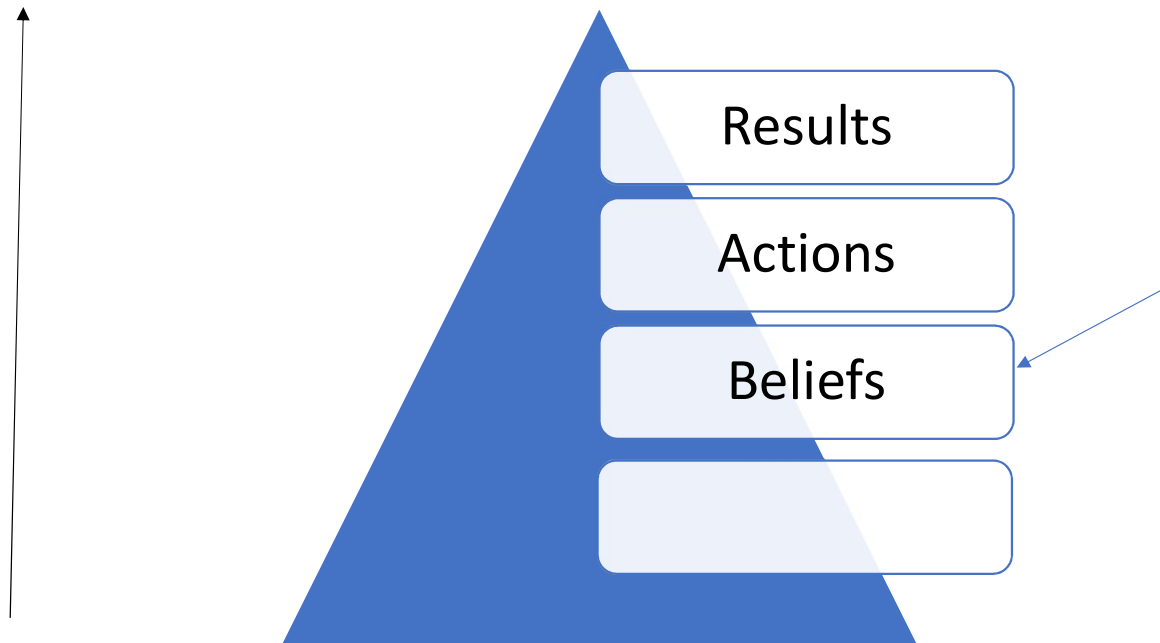
The Oz Principle

What Drives Results



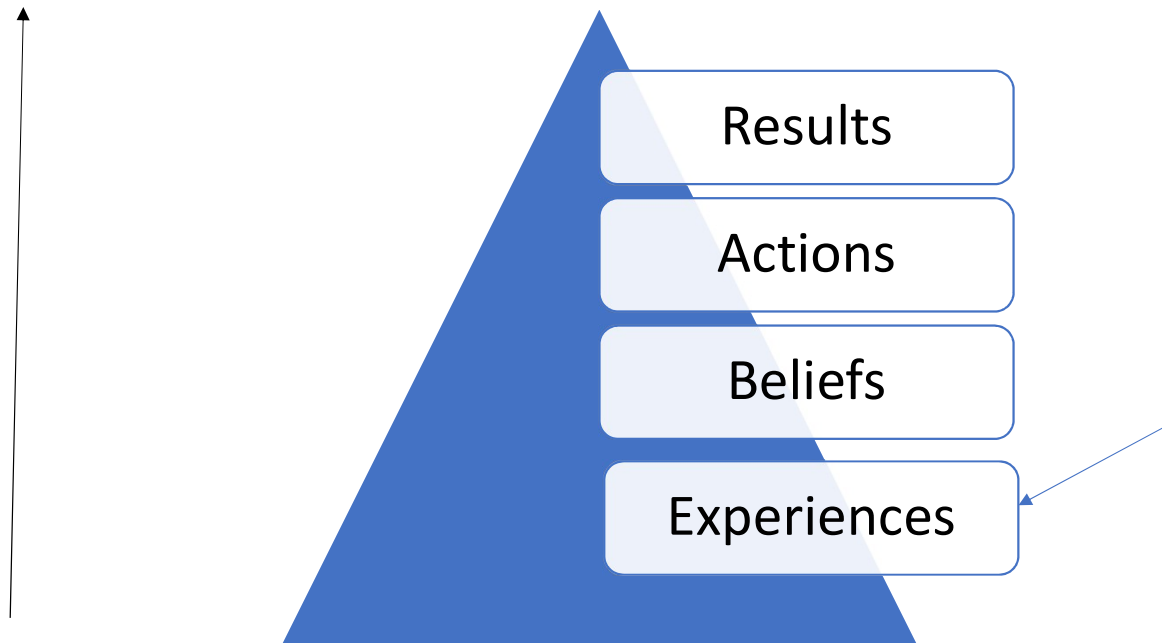
The Oz Principle

What Drives Actions



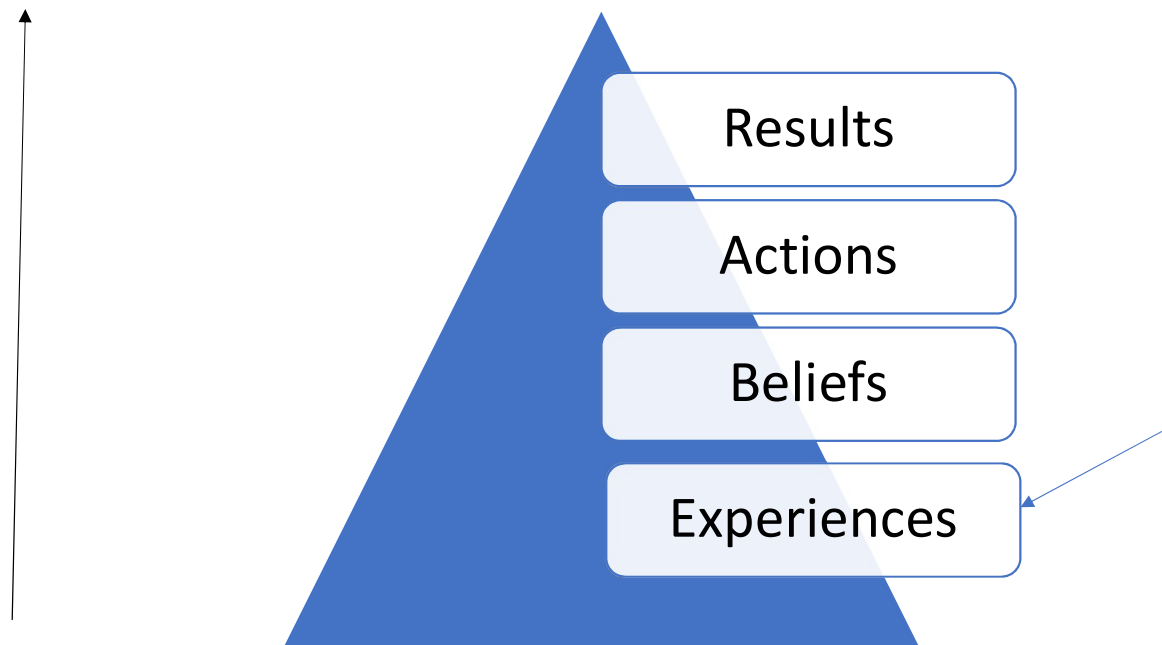
The Oz Principle

What drives Beliefs



The Oz Principle

What is the employee experience ?



The Oz Principle

Where to start

- Who or what inspires me?
- What are you reading, watching and listening to?
- What are you doing to grow yourself?



Personal SWOT Analysis

- Strengths
- Weakness
- Opportunities
- Threats



STRENGTHS

- Great oral communication
- Enthusiasm
- Ability to pick up new skills easily
- Ability to work well in a team
- Effective leadership skills
- Great attention to detail
- Pride in a job done well
- Strong interview skills

WEAKNESSES

- Difficulty following rather than leading
- Cannot focus well on independent work
- Ineffective written communication skills
- Poor time-management skills

OPPORTUNITIES

- A manager in a related department is retiring soon
- Workplace offers resources to improve communication and time management skills
- May receive a pay raise in the next quarter

THREATS

- A colleague may also be interested in the management position that will soon be available
- The next performance review may not go well if time-management skills do not improve
- The position may involve a great deal of independent work

Your CHARACTER, ATTITUDE, and ACTIONS sets the tone for the people you lead

Character / Attitude / Actions

The slides that follow are an opportunity for you to do a self assessment. The true opportunity is to identify an area or areas that you would like to grow and develop.



Goleman's Emotional Intelligence Model (2002)

*Remember to
coach from
the
foundation
of servant
leadership*

- *“EVERYONE IS A LEADER”*
- *Everyone has the opportunity to lead themselves well and be a positive influence on others!*

4 areas that make it all work

- INTEGRITY
- RELATIONSHIPS
- EXISTENCE
- COMMUNICATION



Integrity

- Honoring your word
- Doing what you said you do when you said you would do it

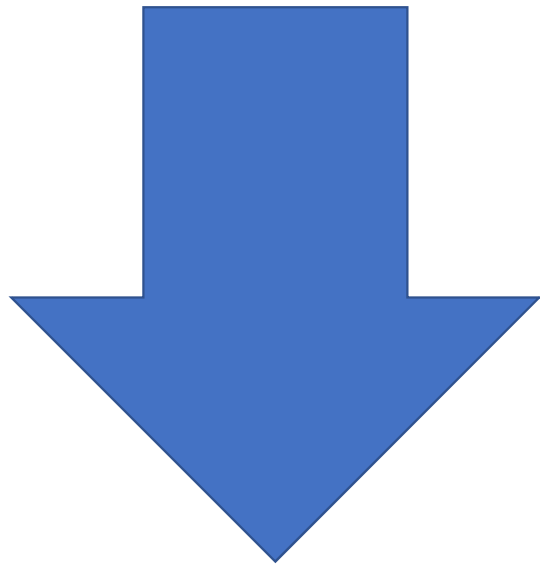


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Integrity

- Sliding Scale of Integrity

100%
98%
95%
....



Effective communication – reminder!

To be an effective communicator you must remember

It is not about you....

It is about how to add value to others

Think about them more than you think about yourself

Sometimes it is not about being right, it is about being able to say the right thing.....



How to improve Communications

Verbal Communication

55% Body/face, 38% Tone, 7% Words

Send so they can hear you (True Colors)

Appropriate vocabulary

Ask for feedback

Factors = Pitch, Pace, Volume, Emotion

Negotiate Meaning

Relationship building is key!

- Building trust
- Add value to others
- Connect with people
- Be the kind of person that others want to connect with.



Existence

- What is the plan
- Benchmarks / mini goals
- Calendar
- Communicate it to an accountability partner



Thank You!

- Nicole Gasparri

PBC Clerk of the Circuit Court and Comptroller

ngasparri@mypalmbeachclerk.com

561-355-3429