



LEADERSHIP PRINCIPLES

- 1. TAKE PERSONAL RESPONSIBILITY FOR YOUR PROGRAM AREA**
Be accountable for the performance of your area of responsibility. Don't point fingers. Build teams and place the needs of the organization over your own.
- 2. SIMPLIFY CONSTANTLY**
Destroy bureaucracy by simplifying systems and processes.
- 3. UNDERSTAND CONTEXT**
How does your department fit in the context of community and how do you respond to it.
- 4. SPEND TIME ON THE IMPORTANT THINGS**
Define the important things you do. Then, set priorities, measure outcomes and meet the respective deadlines.
- 5. LEARN CONSTANTLY AND TEACH OFTEN**
Take time to learn and teach within your department. People who work with you do not have to agree with you, but they have to feel that you are willing to share your expertise with them.
- 6. CONTINUALLY IMPROVE**
Ask yourself daily, what three things could I have done better yesterday?
- 7. MANAGE BY SETTING BOUNDARIES WITH FREEDOM IN THE MIDDLE**
The boundaries are commitment, passion, trust and teamwork. Within these boundaries there's plenty of freedom.
- 8. STAY DISCIPLINED AND DETAILED**
Understand the details of execution in your Department and commit to be disciplined in the same details.
- 9. BE AN ACTIVE LISTENER**
Our taxpayers and your employees have good ideas – listen. The same can be true for system failures.
- 10. LIKE PEOPLE**
Be fair and want the best for your employees. And when action is needed, they need to know it's not personal.