



**When "Parks & Rec" becomes
"What the Heck!"**



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- Mayor St. Louis Park, MN
- Over 500 Council Meetings

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- 39 years municipal government leadership


About Us



CITY COUNCIL MEETING

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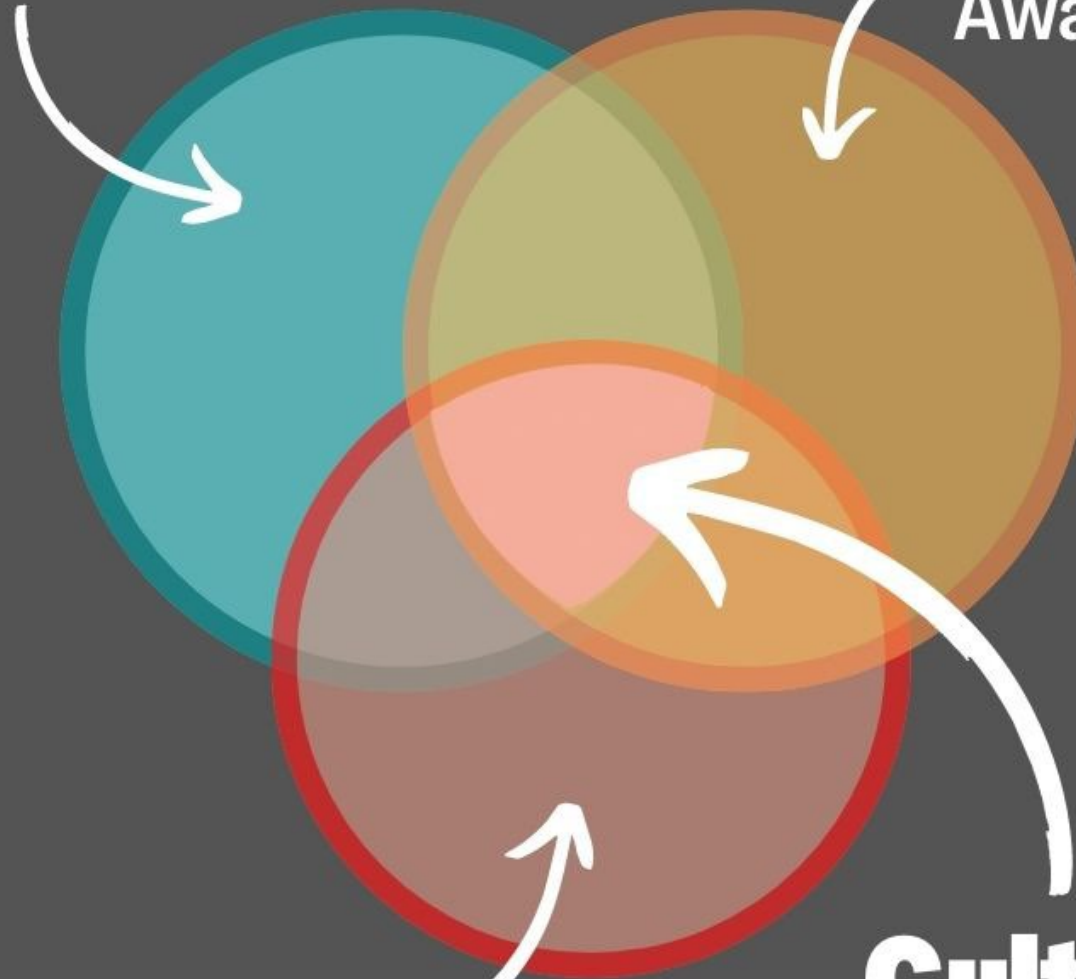
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A young child with curly hair, wearing a blue and white striped shirt and a red backpack, is holding a red tray. On the tray is a white carton of milk with a red cap, a sandwich on a white plate with lettuce and tomato, and a red apple. The background is a blurred classroom setting.

**Culture eats
policy for lunch!**

Governance

Self
Awareness



Relationships


Culture



**Governance is not the what,
but the how**

Council = ends

Staff = means



It's all about the relationships based on:

- Trust
- Respect
- Open Communication
- Intentionality

Self Awareness

Holding yourself
accountable





Legos with no instruction manual = ?

Thank You

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Your Organizational Success Rests on Five Critical Ingredients....

Culture

- Culture is greater than everything else. It is the values and norms that characterize your team as a whole and sets the mindset of people when they come to work. It will determine what type of person runs for office or chooses to work for your city.
- You are the keepers of the culture of your team and the community. Knowing that your culture exists, and committing to the opportunity to systematically change/improve it, is the first step.

Governance

- Why is good governance important? Because citizens deserve the best local government possible.
- A sound governance model provides clarity on roles and responsibilities of the citizens, city council and staff e.g policy/outcomes vs operations/management
- Creating and maintaining a healthy culture relies on knowing and committing to your governance model and establishing mutually agreed upon norms for things that fall outside the governance model.

Self Awareness

- Successful leaders have a high level of self awareness.
- Being self aware allows you to more effectively communicate, build relationships and connect with others.
- Be humble. It's not about you! You're a steward of something bigger and more important than you.
- Be willing to hold yourself accountable when you do not stick to the norms, governance model, and agreements set by the team.

Relationships

- Solid relationships and partnerships are key to ensuring a healthy culture for the organization and community.
- The key factors for healthy relationships are TRUST and RESPECT.
- Open, honest, and sometimes vulnerable communication is key to building trusting relationships.

Investment

- Regular retreats are critical opportunities to revisit and update your governance, norms, relationships, learning and communications style. Retreats are the most important thing you can do to put in place a high performing team.