

# Managing Work, Leading People

Leadership eLearning Event

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## Agenda

- Management and Leadership
- Knowing When To Provide What
- The Focus



## Management



“The organization and coordination of the activities of a business in order to achieve defined objectives.” – BusinessDictionary.com



## Leadership



“A process of social influence, which maximizes the efforts of others, towards the achievement of a goal.” – Kevin Kruse

<http://www.forbes.com/sites/kevinkruse/2013/04/09/what-is-leadership/2/#4447cf7ce825>



## Management

- Systems, processes, and technology
- Goals, standards and measurements
- Control
- Strategic planning
- A way of doing
- Directing
- Responding and reacting
- Continuous improvement of *what is*

## Leadership

- People – context and culture
- Preferred future, principles, and purpose
- Commitment
- Strategic opportunism
- A way of being
- Serving
- Initiating and originating
- Innovative breakthroughs to *what could be*

Jim Clemmer, The Clemmer Group

<https://www.clemmergroup.com/articles/manage-things-lead-people/>

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## We Need Both



- Work needs to be managed
- People wish to be led



# Knowing When to Provide What

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The question is:

What do I need to be doing in this situation at this time?



## Knowing When to Provide What

- Know Ourselves
- Understand the Situation
- Identify the Guiding Element



## Knowing Ourselves

- Our preferences
- Our needs
- Our 'blind spots'





## Understand the Situation

- Listen and observe
- Define the situation as 'trouble' or 'a problem'
  - If it's trouble, 'shoot' it
  - If it's a problem, work to solve it
- Test your definition against those involved *before* taking action if possible



## Identify the Guiding Element

Doing what we do better => Management  
Being better => Leadership





## The Focus



### Management

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- Goals, standards and measurements
- **Control**
- Strategic planning
- **A way of doing**
- **Directing**
- Responding and reacting
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### Leadership

- People – context and culture
- Preferred future, principles, and purpose
- **Commitment**
- Strategic opportunism
- **A way of being**
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# Questions???



## Upcoming FLCU Online Learning Opportunities

February 23 – Emergency Management 101

March 2 – 2017 Legislative Preview:  
Where do we stand five days from the start?

March 9 – Taking Control of Your City's Messaging:  
Public Opinion

April 13 – Ethics Law Update





## Upcoming FLCU and FLC Events

### FLCU Safe Cities/Safe Florida Summits

- February 17 – Orange Park
- February 24 – Boca Raton
- March 3 – Crestview
- March 24 – Altamonte Springs
- March 31 – St. Pete Beach

- February 24 – Grants: A 360-Degree Perspective
- March 2 – FLCU Ethics Day
  - Creating and Maintaining a Culture of Ethics
  - 4-Hour State-Mandated Ethics Course
- March 10-11 – IEMO III: The Leadership Challenge
- March 16 – FLCU Communication Day
  - Effective Team Communication
  - Presenting to Council: Alone at the Dais
- March 21-22 – Legislative Action Days
- March 30 – FLCU Public Engagement Day
  - Public Engagement: What You Design Matters
  - Engaging Youth: Models for Bringing Youth to Your City's Table

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## Join the Conversation #InspiringLeaders

- Blog – [DrScottPaine.com](http://DrScottPaine.com)
- Twitter - [@DrScottPaine](https://twitter.com/DrScottPaine)
- Facebook – [Dr. Scott Paine](https://www.facebook.com/Dr.Scott.Paine)

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# Thank you

Holly McPhail, Florida League of Cities  
and  
You!

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