

Lessons Learned from Defining Moments

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- Be courageous
- Ask for advice
- Say “yes” *with pleasure* and “no” *with compassion*
- Be patient
- Patience pays off
- Things are not always what they seem
- Be mindful of ego
- Be self-aware
- Take time to take stock in where you are (personally and professionally) at least annually
- Choose wisely! (from Sheryl Sandberg, *Lean In*)
- Understand that some of our greatest lessons come from disappointments
- Always have a Plan B!
- Exercise courage in executing Plan B (or any plan!)
- Take time to recover from disappointment
- Seize the moment
- Find moments for crucial conversations
- Exercise personal humility and professional will at all times (from Jim Collins, *Good to Great*)

July 3, 2013