What does **Leading with Love** Mean to You?

What does it look like?
How does FEAR show up in your workplace?

Ten Signs You Work in a Fear-Based Culture

1. Appearances are everything
2. Everyone’s talking about who’s rising and who’s falling
3. Distrust reigns
4. Numbers rule
5. And numbers rule in the thousands
6. Management considers lateral communication suspect
7. Information is hoarded
8. Brown-nosers rule
9. “The Office” evokes sad chuckles, rather than laughs
10. Management by fear

Bloomberg Businessweek/Liz Ryan/7.13.10
Impact of Fear

- Brain Processing & Learning
- Decision Making & Creativity
- Memory
- Regulating Emotions
- Trust & Collaboration
- Immune System = ↑ Health Issues
- Stress = a form of Fear
Health status and well-being are all good barometers of how well any country, city, or work organization is functioning.

~Nobel Prize-Winning Economist Amartya Sen

A $300 billion annual cost

Source: Dr. Jeff Pfeffer, Stanford, Dying for a Paycheck
## Love-Based Leadership

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#ICMA2019
Innovation

1. Love
2. Care
3. Trust
4. Connection

#ICMA2019
Culture Activity

In small groups of 4-5:

• Identify **10** specific actions you can take to create a culture of Love Based Leadership in your agency.

• Nominate a scribe & reporter.

• You have 5 minutes.
20 Tools for Creating a Love-Based Culture

1. Increase self-awareness (via assessment, feedback, coach)
2. Be authentic
3. Practice self-care
4. Find “The Still Center”
5. Give respect
6. Listen to understand
7. Show empathy
8. Encourage others
9. Praise publicly, correct privately
10. Praise 5x more than you criticize
11. Admit mistakes
12. Be a loyal leader
13. Ask questions to get buy-in (What are your ideas on this?)
14. Create enthusiasm around the WHY
15. Show patience (with self and others)
16. Show confidence/allow autonomy
17. Release grudges
18. Fear extinction/reframing
19. Think win-win
20. Coach and develop others
TAKEAWAYS AND NEXT STEPS

Having the knowledge is a good start. Implementing it is the unfair advantage.
THANK YOU

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