

ICMA | conference

# LEADING WITH LOVE

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What does  
*Leading with Love*  
Mean to You?  
What does it look like?

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“How does  
FEAR show up  
in your  
workplace?”

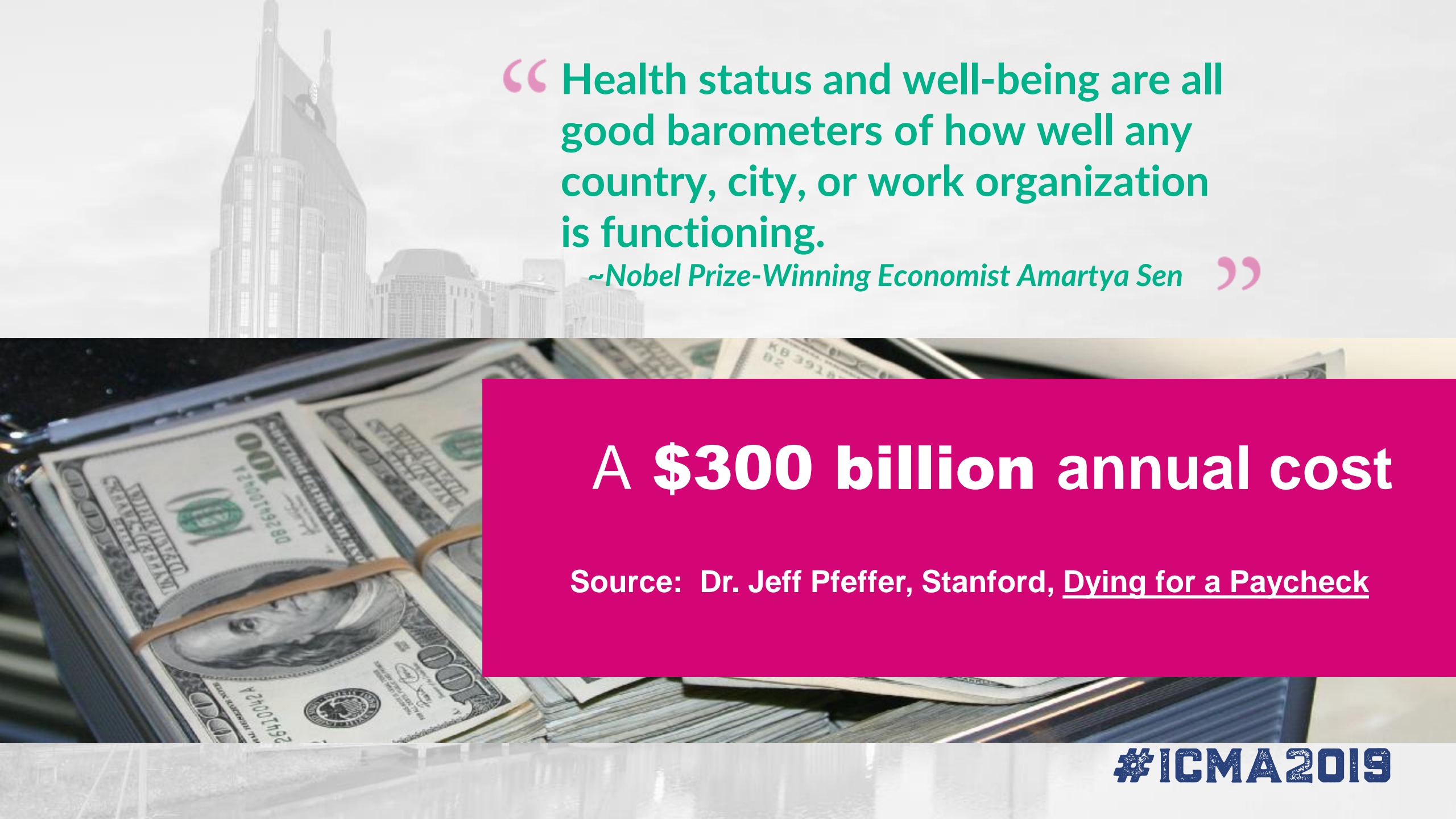
## Ten Signs You Work in a Fear-Based Culture

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

# 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](#)

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# Love-Based Leadership

1

## Love of SELF

Intuition  
Truth-telling  
Truth-receiving  
Power of choice  
Perception-shifting  
Presence  
Health & wellness

2

## Love of SOURCE

Inspiration  
Creativity  
Happiness  
Faith  
Perseverance  
Peace  
Love/Authenticity

3

## Love of OTHERS

Forgiveness & Trust  
Knowledge creation  
Learning cultures  
Shared ownership  
Shared power  
Collaboration  
Meaning

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# Innovation

1

Love

2

Care

3

Trust

4

Connection

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# 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



**NEXT STEPS**

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

# THANK YOU



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