



Leadership in Public Service

Rachel L. Lane, MBA, LSS MBB, PMP®



Leading in Public vs. Private



Public:

- Longer-term strategy
- Doesn't compete to capture market share
- Efficient service delivery in accordance with procedures, processes, and rules
- Monitoring adherence to policy and/or statute
- Change is slower paced
- Programs can be impacted by next election

Private:

- Short-term financial goals to meet needs of stock holders
- Competition drives innovation to capture market share
- Reducing cost to serve (operational costs)
- Change is quick and is often
- Market highly influences your product or services



Traits of Leaders in Public vs. Private



- Public:
 - Agile, things are always changing
 - Servant leader with considerable interest in doing something for the greater good of all
- Private:
 - Motivating employees to perform differently leveraging incentives
 - Flexibility to adapt to ever-changing market / business needs
 - Quick decision-maker



Three Critical Skills for Public Service Leaders



- Focus on elevating associates:
 - Get to know them:
 - Acknowledge associates by name and routinely thank them for their contributions
 - Coach them:
 - Understand what motivates them
 - What are their career aspirations
 - Position them for success:
 - Identify their strengths and weaknesses
 - Leverage their strengths
 - Invest in personal development plans
 - Provide opportunities to try new things
 - Listen to them:
 - Give them a “voice,” and actively listen



Three Critical Skills for Public Service Leaders



- Be highly Open:
 - Manage by walking around
 - You're seen on a regular basis.
 - Communicate, communicate, communicate...
 - Leverage a multitude of mediums
 - Provide open office hours
 - Don't shy away from difficult conversations
 - Share new information often
 - Studies show it takes at least 8 times for adults to digest new information.



Three Critical Skills for Public Service Leaders



- Build economy of trust:
 - Put yourself in the shoes of others
 - Demonstrate humility each and every day
 - Clearly acknowledge when you're wrong
 - Demonstrates you're human and creates a safe environment for individuals to innovate without risk of being punished for failing.
 - Seek to understand your team's challenges and frustrations
 - Model the idea of “assuming innocence of others,” and staying curious
 - Fosters team collaboration



Q & A

