



LEADING WITH CLARITY

Self-Awareness, Accountability and Objectivity

SESSION OVERVIEW

What We Will Explore Together



Self-Awareness



Accountability



Objectivity

TABLE DISCUSSION

Creating Context

Think of a recent moment when you felt pressured to react quickly in your role. What happened? How did you respond?

THE CLERK'S UNIQUE POSITION

At the Center of Public Trust

 **Transparency**

 **Neutrality**

 **Trust**



Clarity in leadership is not just procedural – it is personal.

In environments where every word, action, and record matters, the way we show up as colleagues defines the institution itself. Our clarity directly shapes public confidence.



PILLAR ONE

Self-Awareness as Foundation



Recognizing Your Triggers

- Identify emotional patterns that affect your responses in high-pressure situations
- Understand the difference between reacting and responding
- Notice when stress shifts your tone or body language



Reflection Practices

- Build a daily check-in habit: How am I showing up today?
- Use trusted colleagues as mirrors for blind spots
- Journal moments when your composure was tested

UNDERSTANDING THE LANDSCAPE

Emotional Triggers and Decision-Making

**Political
Pressure**

**Public
Scrutiny**

**Internal
Conflict**

TRIGGER MAPPING

Know When to Intervene

NOTICE

ASSESS

RESPOND

RECOVER

Triggers escalate in predictable stages. Catch them early, respond with the right tool.

PILLAR TWO

The Accountability Framework

01

Own It

02

Name It

03

Fix It

04





Model It

Accountability is not about perfection. It is about modeling the transparency you expect from others.



TEAM LEADERSHIP





Building Confidence

-  Set clear expectations and follow through consistently
-  Create space for colleagues to raise concerns without fear
-  Protect your team from political crossfire
-  Celebrate ethical decision-making, not just outcomes

PILLAR THREE

Objectivity Under Pressure



-  Separate personal opinions from institutional responsibilities
-  Apply consistent standards regardless of political relationships
-  Ground decisions in policy, statute, and precedent
-  Document your rationale to maintain a defensible record

YOUR TOOLKIT

Practical Tools for Composure



The Pause Practice



Decision Framework



Language Awareness



Trusted Circle

IN PRACTICE

Navigating Sensitive Situations






- A colleague publicly challenges your neutrality during a council meeting
- Media requests records that may embarrass a current officeholder
- Staff members take sides in a political dispute between council members

Guiding Questions

- What is the right thing to do here?
- What precedent does this set?
- How would I explain this publicly?

KEY TAKEAWAYS

Leading with Clarity Every Day

-  Self-awareness is the foundation of credible leadership
-  Accountability builds trust - own mistakes, name them clearly, fix them visibly, and be a model
-  Objectivity protects your role
-  Composure is a practice, not a personality trait
-  Your clarity creates clarity in others, confidence, consistency and public trust

Clarity Is a Choice

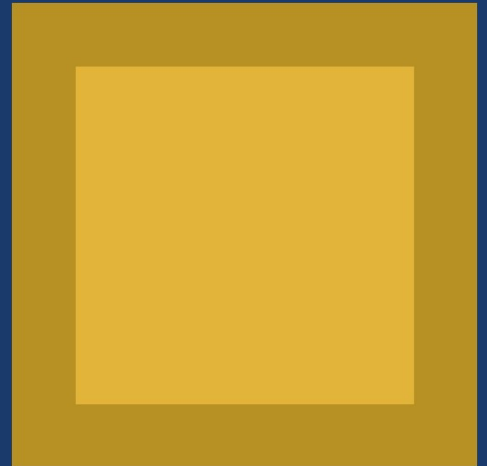
Every interaction is an opportunity to model the transparency, fairness, and integrity that public service demands.

Thank You

J O B A I D

Leading with Clarity

Your Quick-Reference Guide to
Self-Awareness, Accountability & Objectivity



T R A I N N O V A T I O N S

Smarter Teams. Stronger Systems. Better Government.

THE THREE PILLARS OF CLARITY



Self-Awareness

- ✓ Know your emotional triggers
- ✓ Pause before reacting
- ✓ Ask: How am I showing up?
- ✓ Use trusted mirrors for feedback



Accountability

- ✓ Own mistakes proactively
- ✓ Be specific about what went wrong
- ✓ Take concrete corrective action
- ✓ Model the standard you expect



Objectivity

- ✓ Separate opinions from duties
- ✓ Apply standards consistently
- ✓ Ground decisions in policy
- ✓ Document your rationale

THE ACCOUNTABILITY STEPS

01

OWN IT

Acknowledge before others find out

02

NAME IT

Be specific about
If something went wrong

03

FIX IT

Take concrete
corrective action

04

MODEL IT

Show accountability, it
strengthens authority

YOUR COMPOSURE TOOLKIT



The Pause Practice

- 1. STOP** — Take 10 seconds before responding
- 2. NAME** — Identify the emotion you're feeling
- 3. CHOOSE** — Respond with intention, not reaction



The Three Questions

Before any sensitive decision, ask:

- Is this consistent with policy?
- Would I be comfortable if this were public?
- Am I being fair to all parties?



The 5-5-5 Method

Before reacting, ask yourself:

- Will this matter in 5 minutes?
- Will this matter in 5 months?
- Will this matter in 5 years?



Your Trusted Circle

- Identify 2-3 advisors outside your chain of command
- Call them before making tough decisions
- Value candor over comfort



DAILY LEADERSHIP CHECK-IN

- How am I showing up today?
- Am I carrying tension from yesterday?
- What's the most sensitive thing on my calendar?
- Who might need extra support today?
- Am I leading with policy or personality?
- Have I documented my key decisions?
- Did I model the behavior I expect from my team?



ACCOUNTABILITY CHECKLIST

Decisions

- Did I document today's key decisions and rationale?
- Have I communicated outcomes to parties who need to know?

Team

- Did I follow through on commitments to my colleagues?
- Have I set clear expectations for pending tasks?

Public Trust

- Are my actions consistent with policy?
- Would I be comfortable if this were made public?
- Did I treat all parties fairly and without bias?