



**Staff Alliance for  
Intergovernmental Leadership**

A COMMITTEE OF CSG SOUTH



# **Creating a Culture of Excellence: How to Demonstrate Integrity and Manage Stress for Optimal Performance**

## One-on-One

Find a partner. Introduce yourself, and discuss:

- What are you most enthused about the SLC?
- What does integrity mean to you?
- What causes you stress and what do you do to manage your stress?

## MAKING “SURFACE TO SUBSTANCE” CONNECTIONS

1. Have the **courage and curiosity** to connect — especially with those who are new or different.
2. Connect by asking questions that go **“from surface to substance.”**



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## **OPTIMAL PERFORMANCE — A SYNERGY OF:**



# **INTEGRITY: WITHOUT IT, NOTHING WORKS**



# INTEGRITY: **WITHOUT IT, NOTHING WORKS**

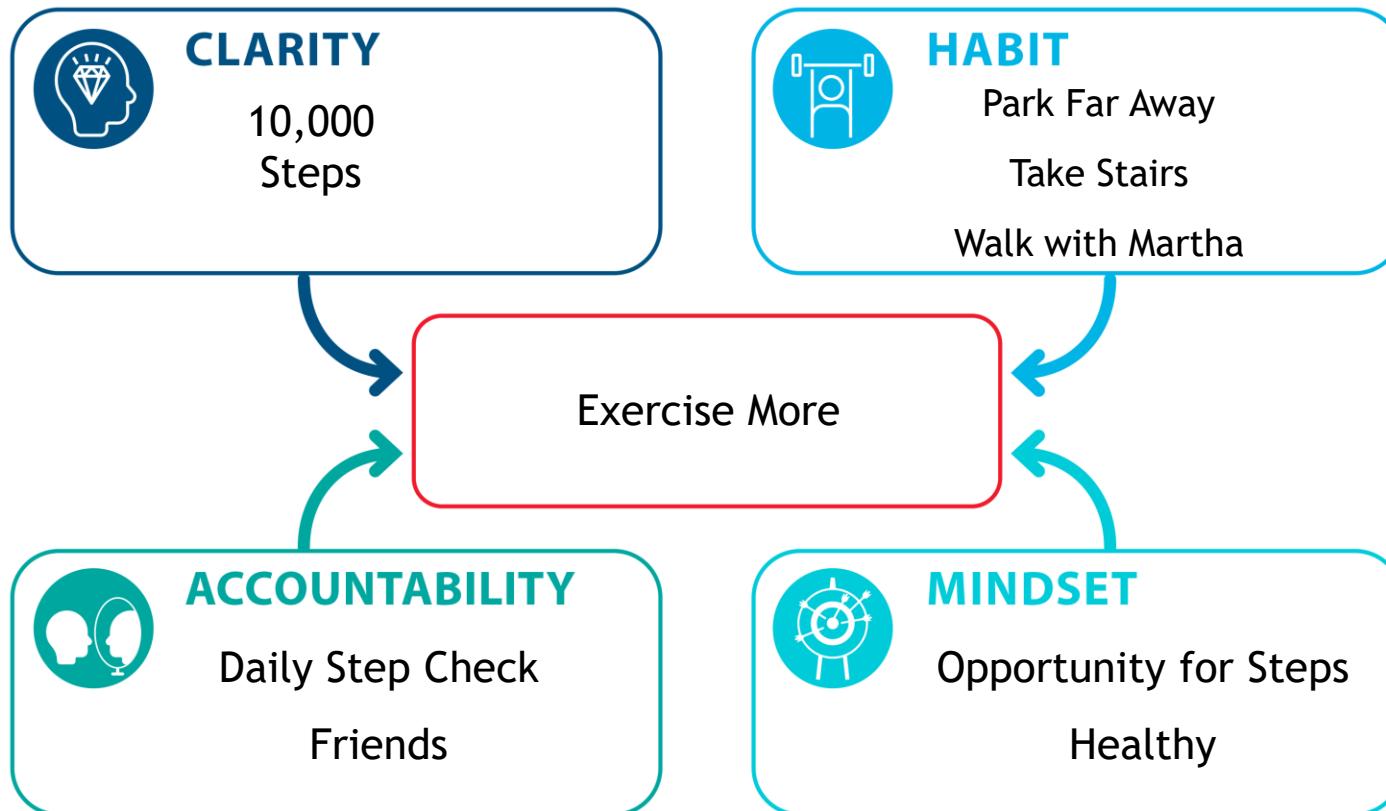
- Integrity is like the Law of Gravity
- Integrity as wholeness - honor our word
  - Keeping our word – on time as promised
  - Inform parties when we can't keep our word as soon as we know – and clean-up any 'mess' created
- Integrity deals with oneself
- Integrity is a necessary condition for maximum performance
- Objects and systems have integrity – design, implementation and use
- Out-of-Integrity behavior impacts performance, reliability and workability

# Clarity, Habit, Accountability, Mindset → Performance

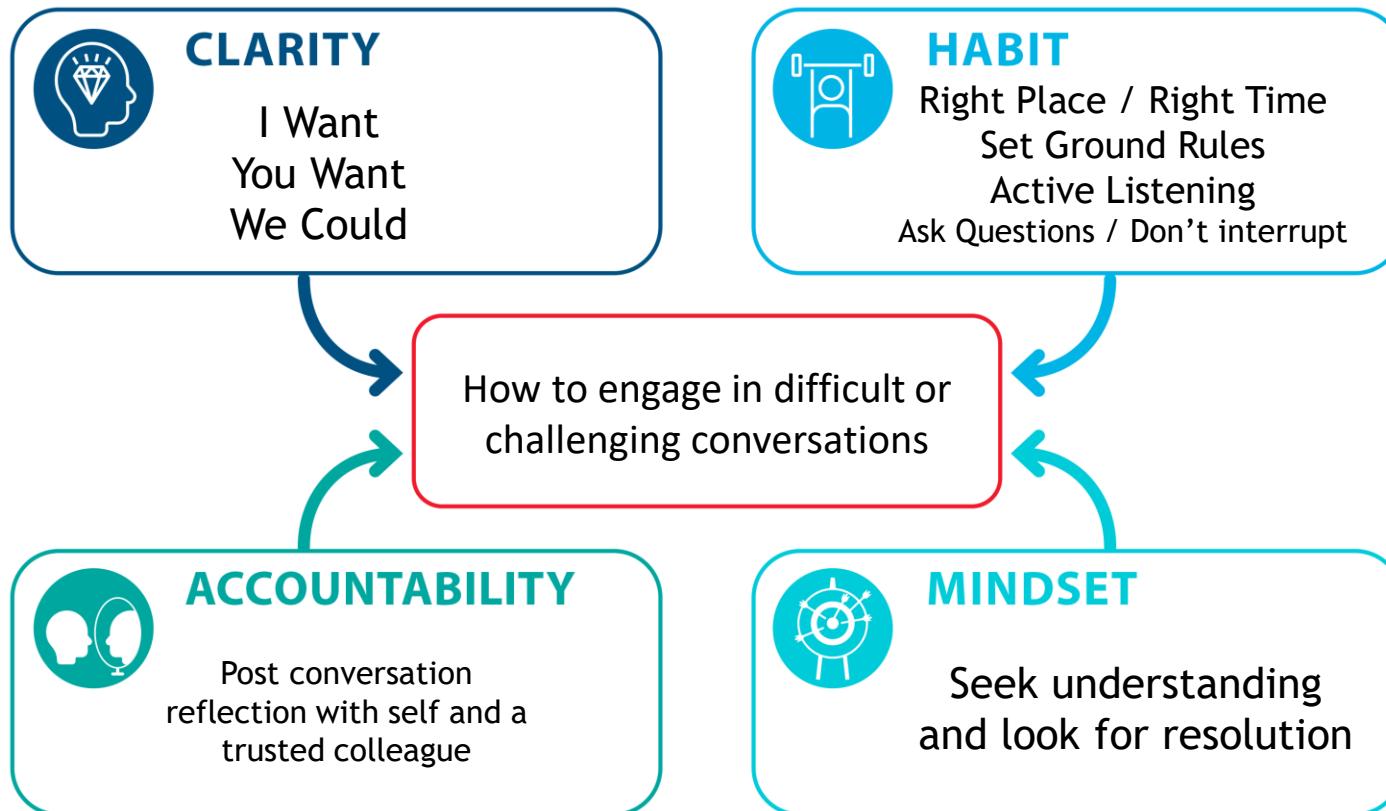
## LEADERSHIP PRACTICES FOR SHAPING CULTURE



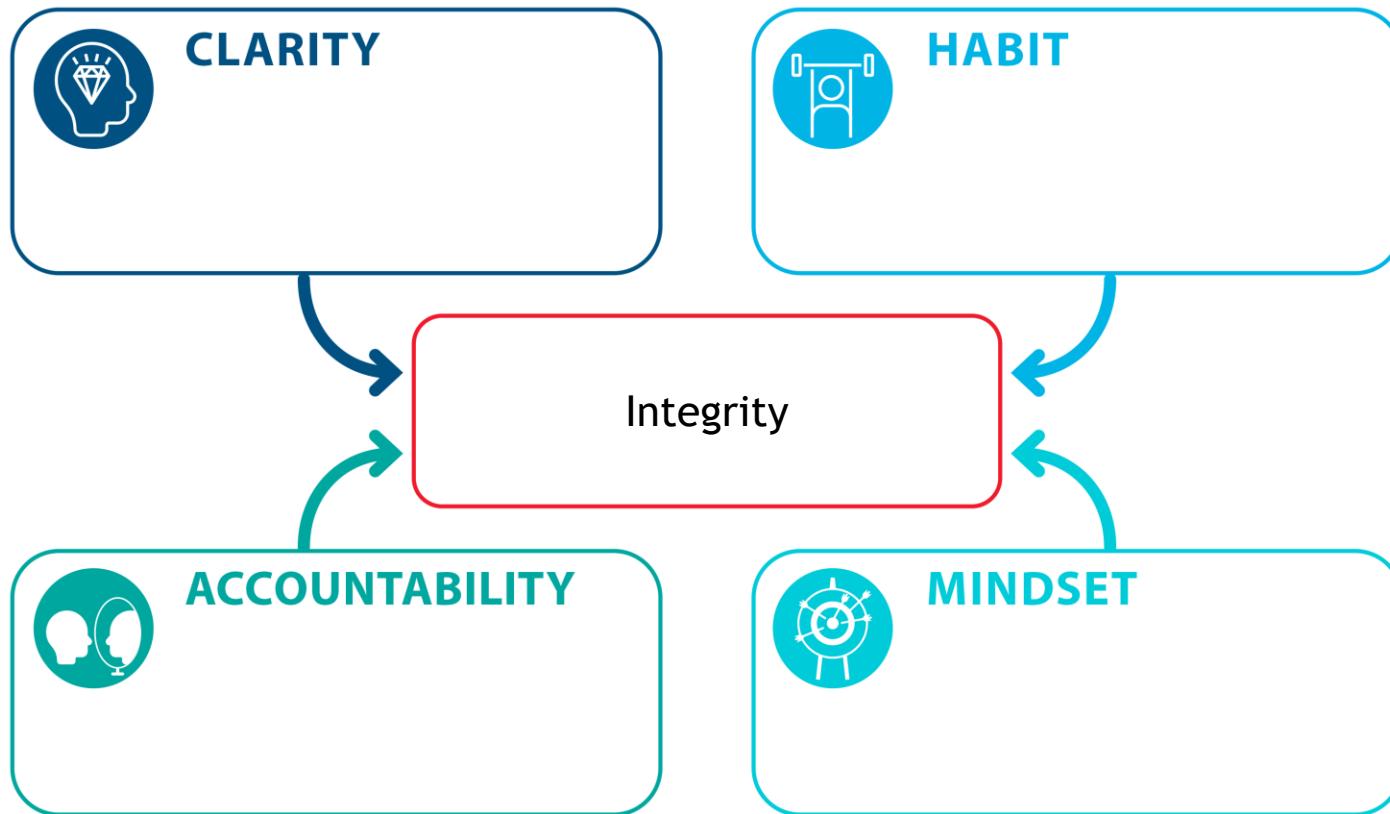
## Clarity, Habit, Accountability, Mindset → Performance



## Clarity, Habit, Accountability, Mindset → Performance



## Clarity, Habit, Accountability, Mindset → Performance



# RULES OF AN ACTIVE CONSCIENCE

*What NOT to do to keep your conscience as a guide for your integrity.*

» **Don't distort.**

*Don't exaggerate or blow things out of proportion.*

» **Don't create an enemy.**

*Don't avoid the truth by finding or creating an enemy to fight against.*

» **Don't play the victim.**

*Don't rationalize to convince self or others that I/we are really the victim.*

» **Don't fan the flames.**

*Don't get self/others fired-up so that emotion clouds reason.*

» **Don't be a gamer.**

*Don't try to convince self/others that it isn't wrong, "just how the game is played."*

» **Don't let ego get in the way.**

*Don't let "being right" interfere with "getting it right."*





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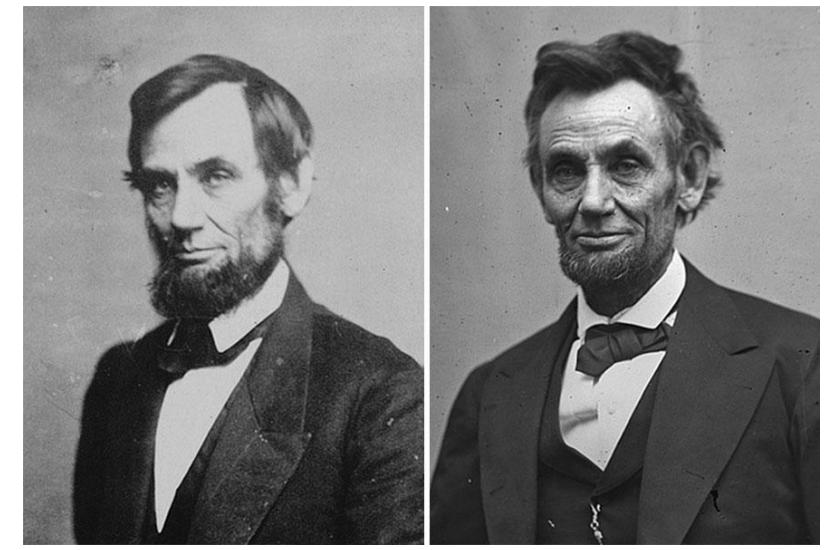
| The Robert D. and Billie Ray Center

# Stress Management Plan



# Stress Exists – It is Real

The new science of stress is clear.  
When you change your mind about stress  
you can change your body's response to  
stress.

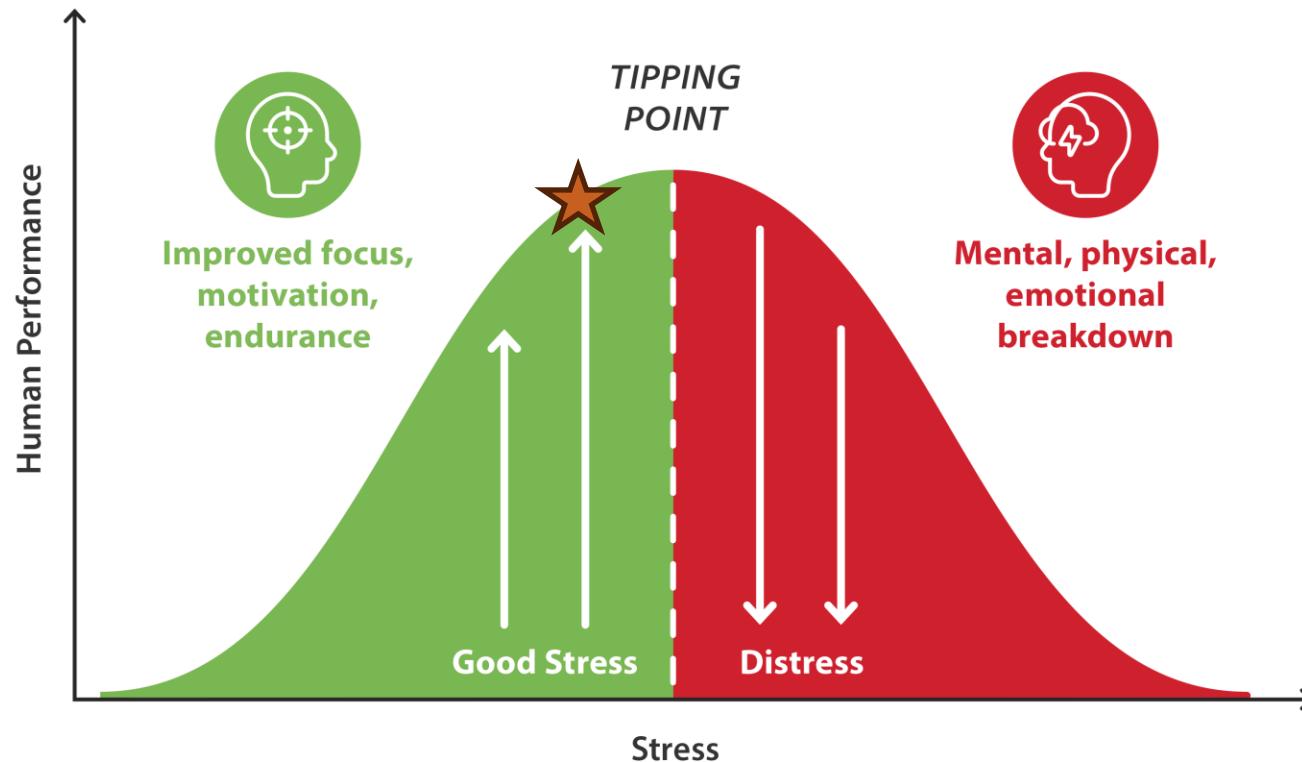




EXCELLENCE  
WITH INTEGRITY

TOOLS®

## GOOD STRESS–DISTRESS CONTINUUM



Based on the work of Hans Selye

## GOOD STRESS–DISTRESS CONTINUUM

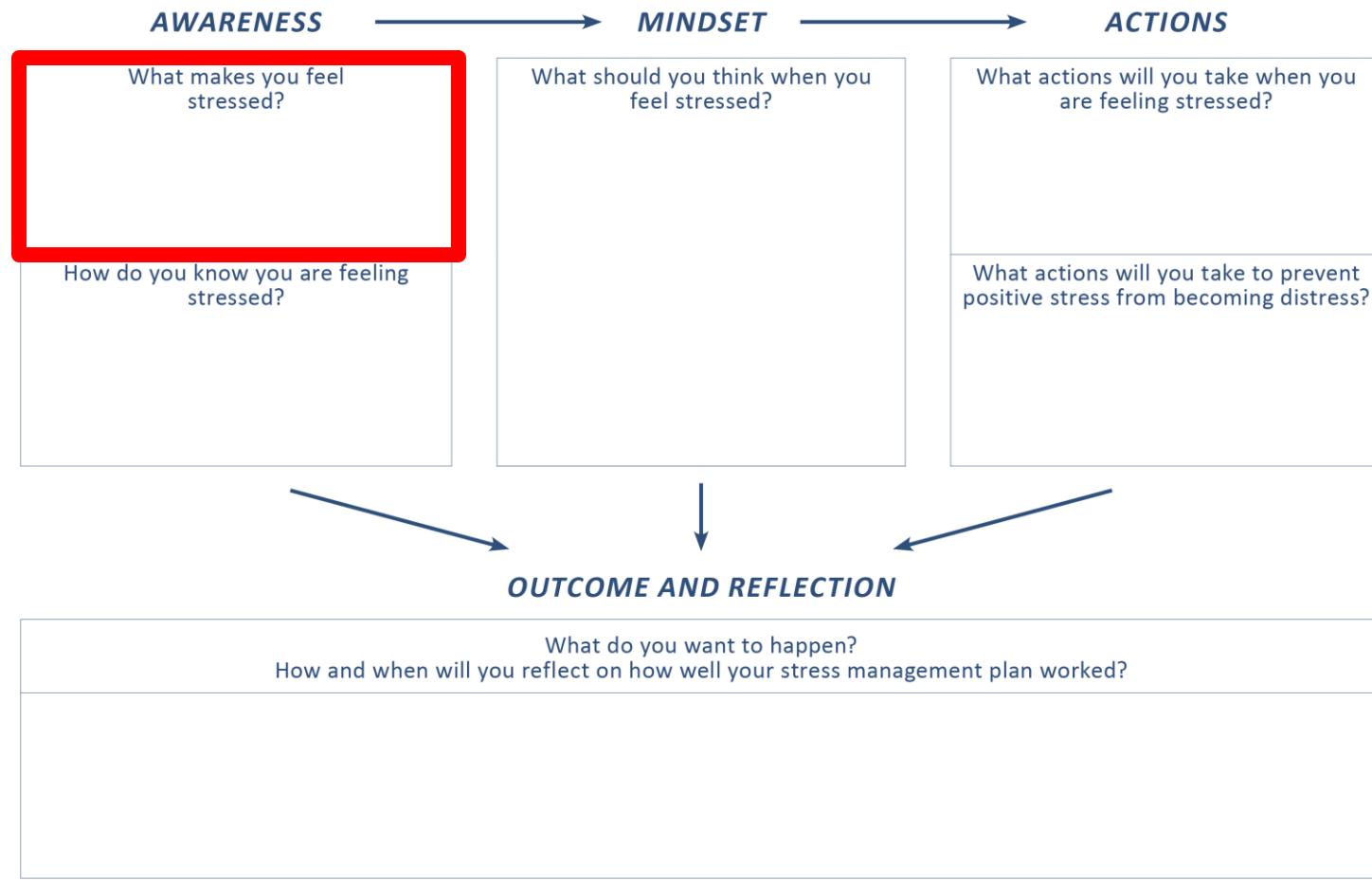
Indicate where you are on the continuum and describe the signs in yourself, your relationships, and your performance that support your assessment.



*Based on the work of Hans Selye*

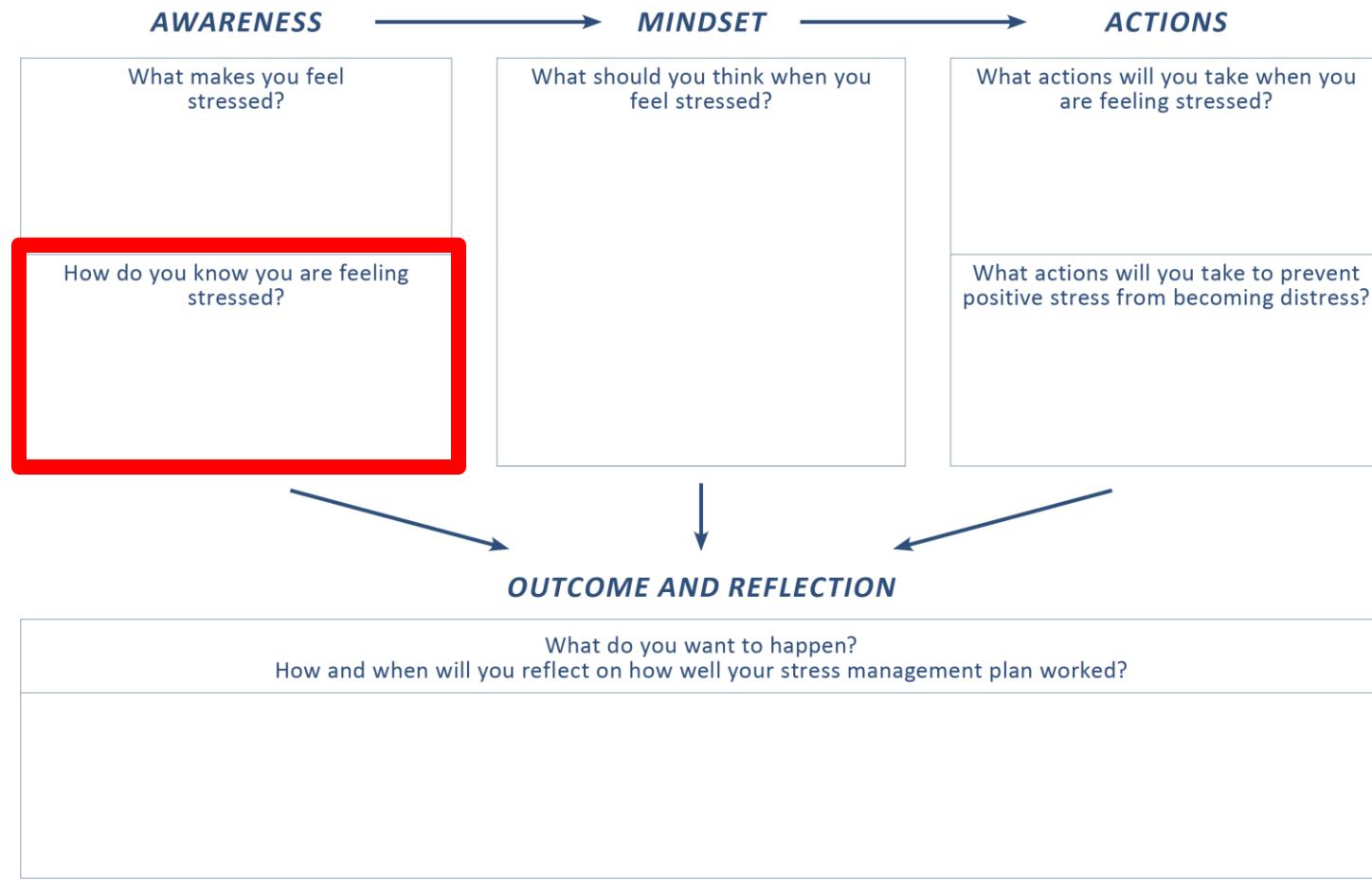
## PERSONAL STRESS MANAGEMENT PLAN

Preventing Stress from Becoming Distress



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# Case study: Studying Outliers

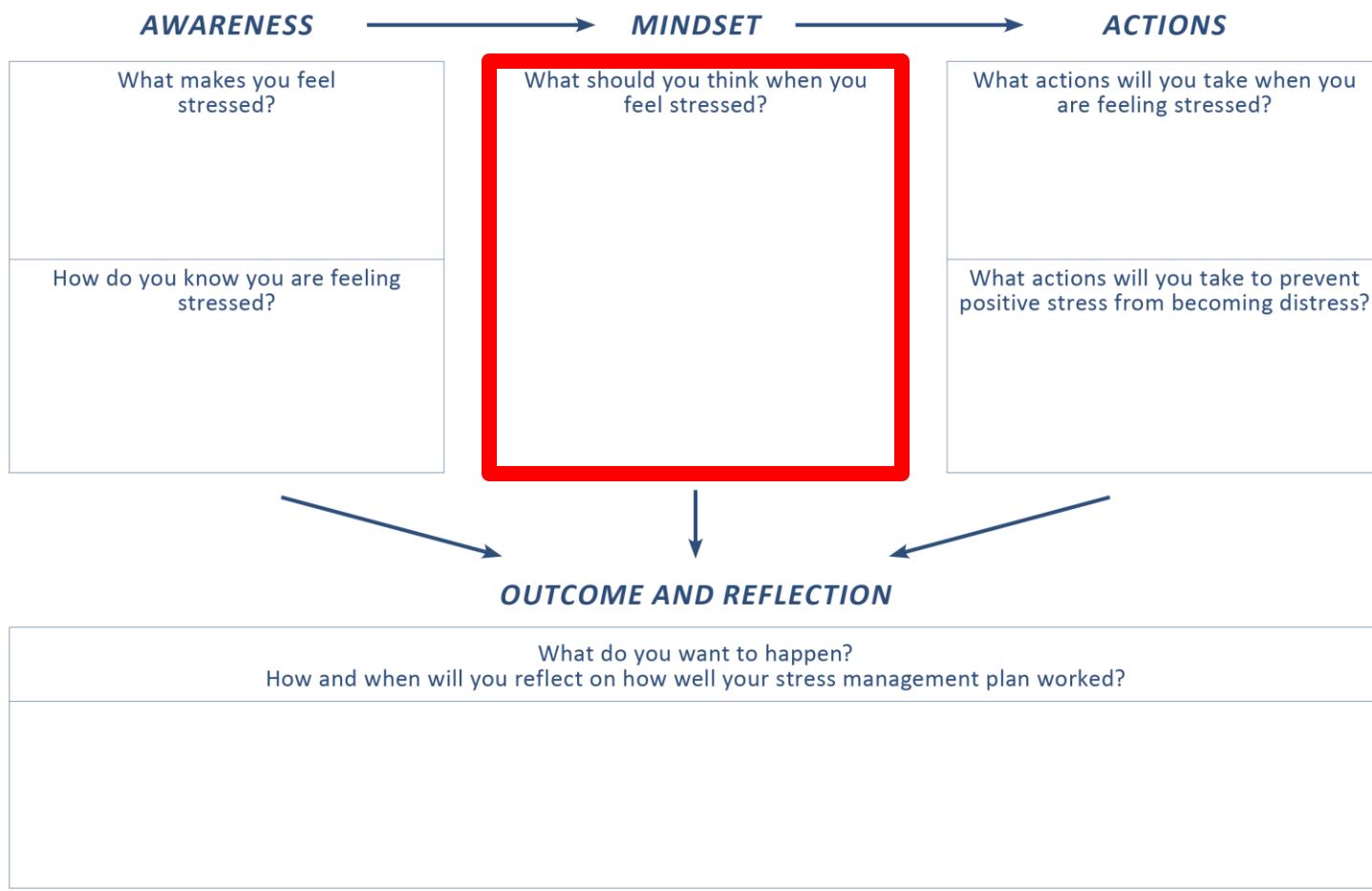


Source: [www.drake.edu](http://www.drake.edu) (Drake University)

- Sometimes our brains are conditioned to think about the negative, rather than recognize the positive.
- 75% of job successes are predicted by optimism levels, social support and ability to see stress as a challenge rather than a threat.
- Our external world (the things around us) only predicts 10% of our long-term happiness. 90% of our long-term happiness is dependent upon the way our brain processes the world.
- If we change the way our brain processes the world from negative to positive we give ourselves a better chance for success.

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## GROW-AND-LET-GO STRATEGIES

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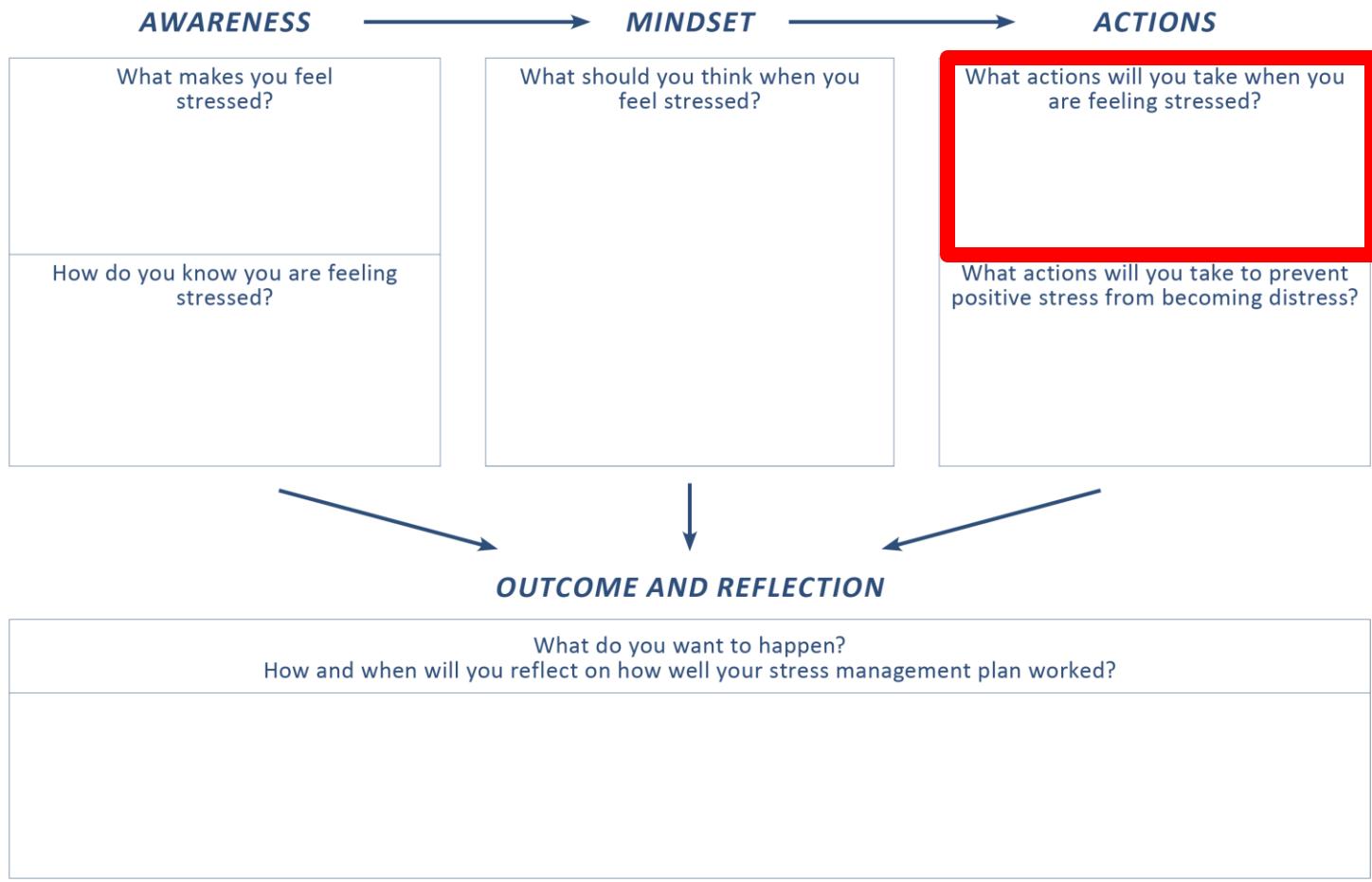
- Put in the **effort** to develop in areas of weakness.
- Embrace **challenges** as opportunities to push and stretch yourself.
- View **mistakes** and failures as opportunities to learn.
- Seek and use the **feedback** from others.





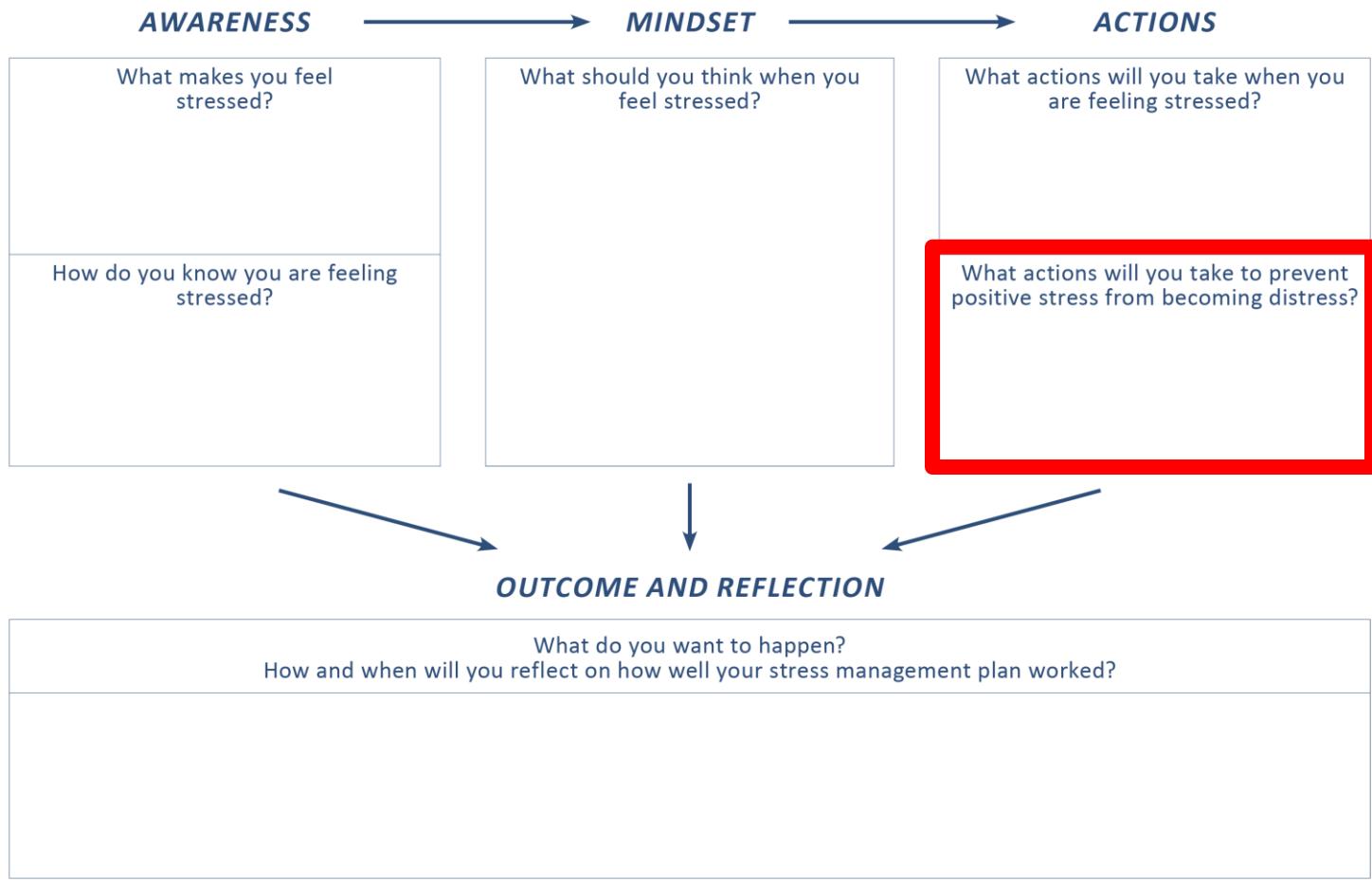
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# Preventative Stress Management

## Strategies

- Three Gritudes
- Journal
- Exercise
- Meditate
- Random Acts of Kindness
- Hydration
- Good Sleep
- Eat Well
- Connect with Friends and Family



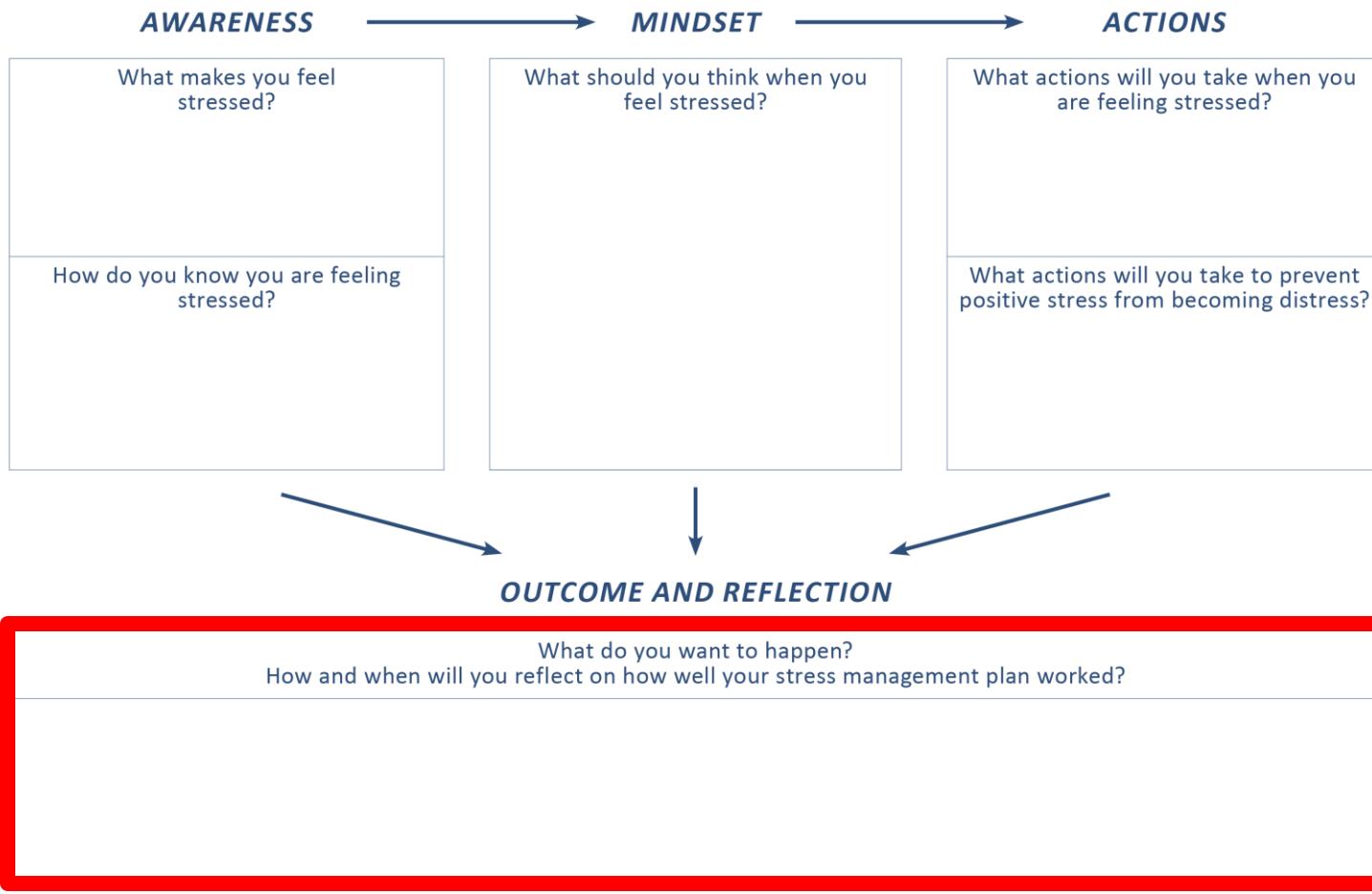
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# Reflection Questions

1. What stressed me today? (awareness)
2. What was my second thought when dealing with stress today? (mindset)
3. What actions did I take when feeling stressed? (actions)
4. Did I reach my desired outcome? (outcome/reflection)







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