

# Volusia / Flagler Chapter FGFOA January 30, 2026

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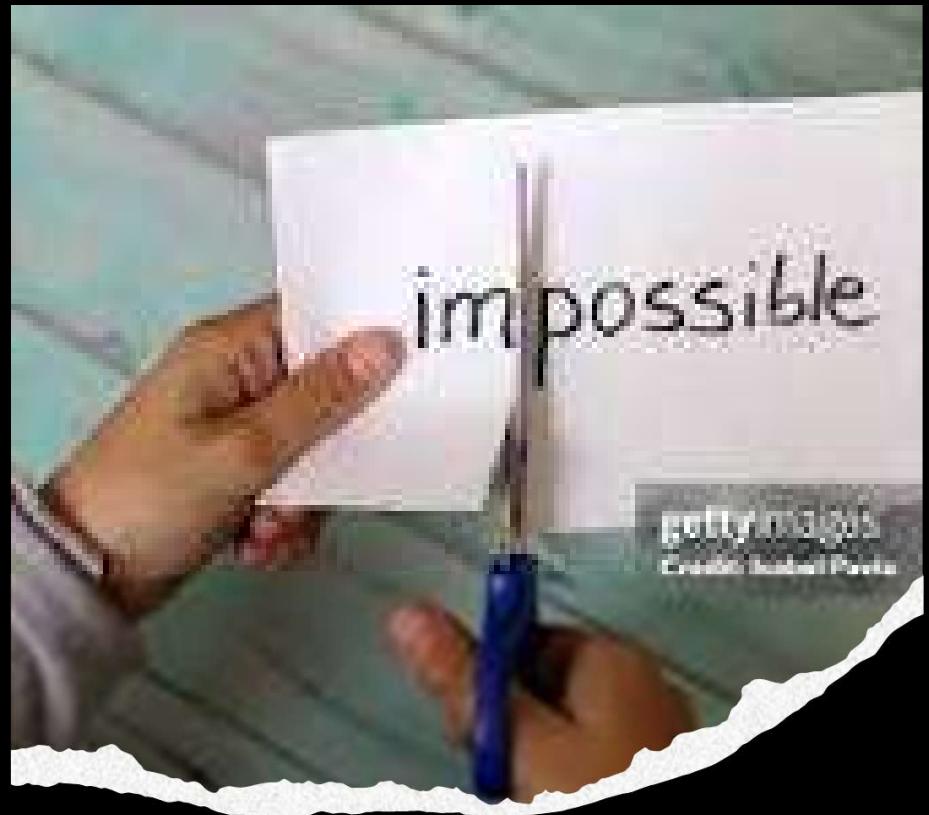


# Life Squeezes



# Your attitude impacts everything!

- Judging
- Assessing
- Defending
- Explaining





# 10 things that Require zero talent

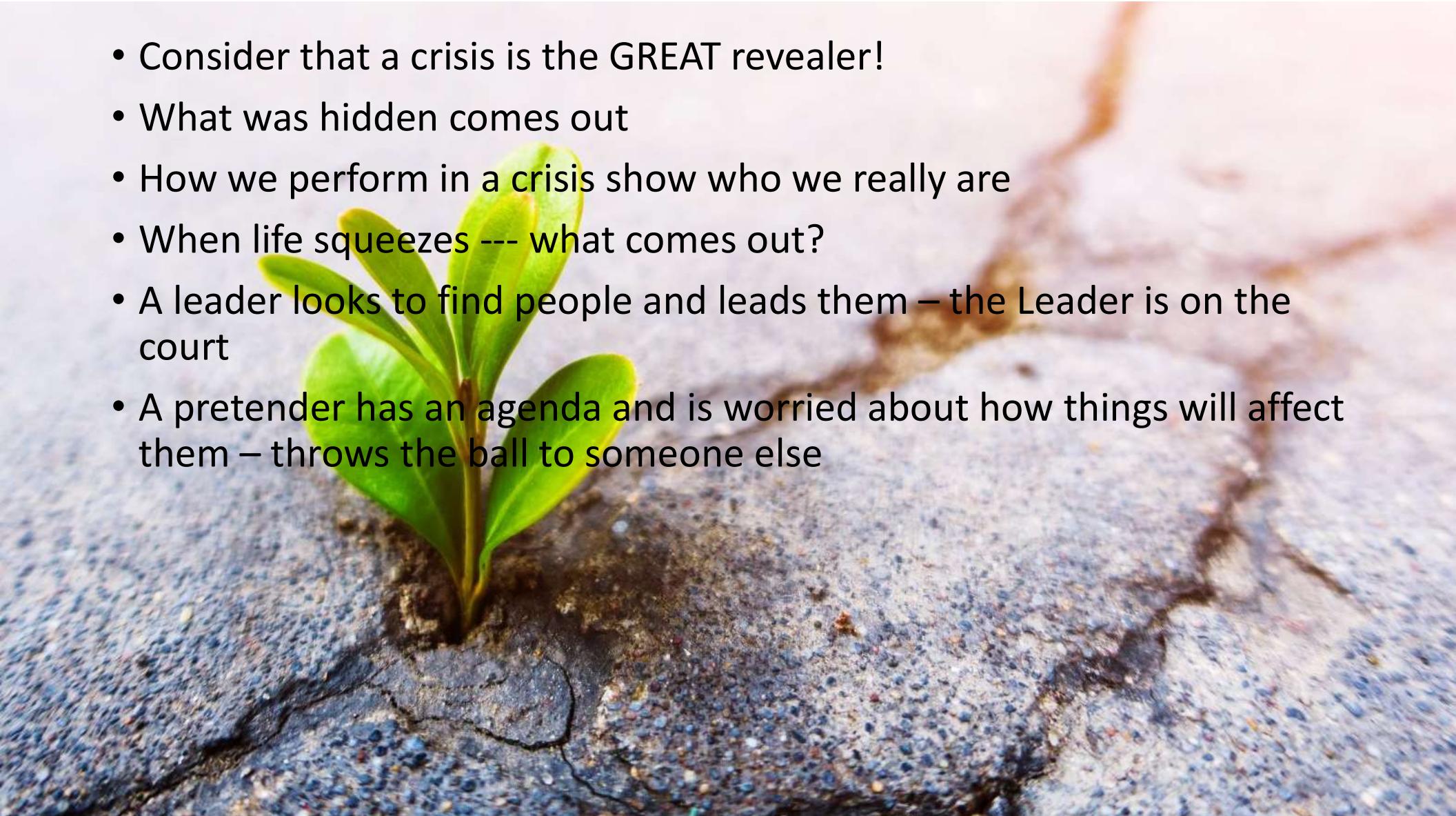
- BE ON TIME
- WORK ETHIC
- EFFORT
- ENERGY
- BODY LANGUAGE
- PASSION
- DOING EXTRA
- BEING PREPARED
- ATTITUDE



# 10 things that Require zero talent

- BE ON TIME
- WORK ETHIC
- EFFORT
- ENERGY
- BODY LANGUAGE
- PASSION
- DOING EXTRA
- BEING PREPARED
- BEING COACHABLE
- ATTITUDE

- Consider that a crisis is the GREAT revealer!
- What was hidden comes out
- How we perform in a crisis show who we really are
- When life squeezes --- what comes out?
- A leader looks to find people and leads them – the Leader is on the court
- A pretender has an agenda and is worried about how things will affect them – throws the ball to someone else



# Review Your Triggers/Hot Buttons:

What words or phases trigger you?

Examples:

- People that don't do what they say they will
- Inauthenticity
- Gossip
- "You Should"





What's the  
environment?





How to improve  
Communications

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## Verbal Communication

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55% Body/face, 38% Tone, 7% Words

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Send so they can hear you (True Colors)

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Appropriate vocabulary

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Ask for feedback

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Factors = Pitch, Pace, Volume, Emotion

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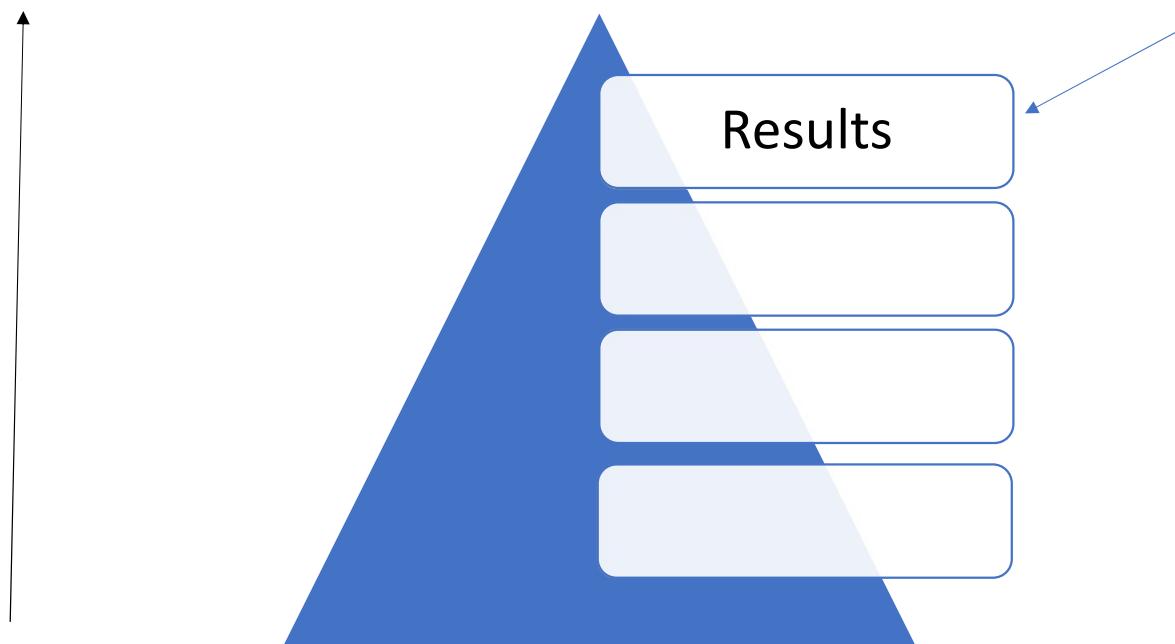
Negotiate Meaning

# Make the shift FROM *RESULTS* FOCUSED TO *EXPERIENCE* FOCUSED

- FROM DOING :
  - Task
  - Results
  - Check boxes

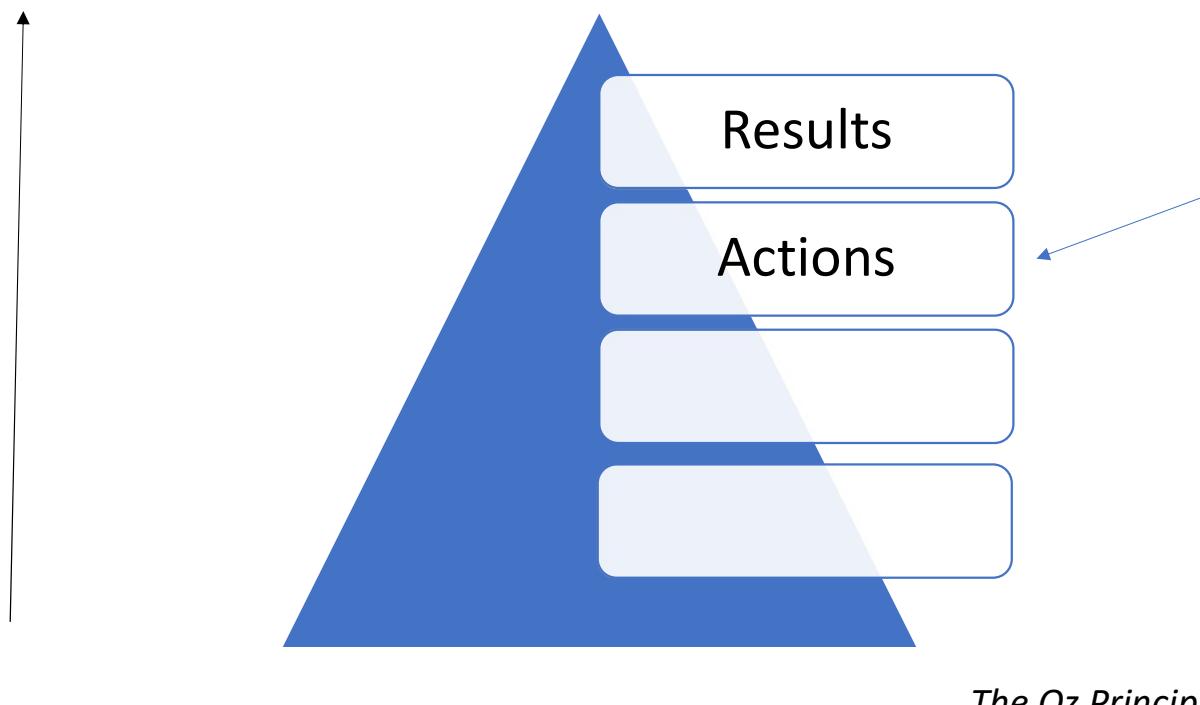
- TO BEING :
  - Character
  - Attitude
  - Behavior

# Results focused

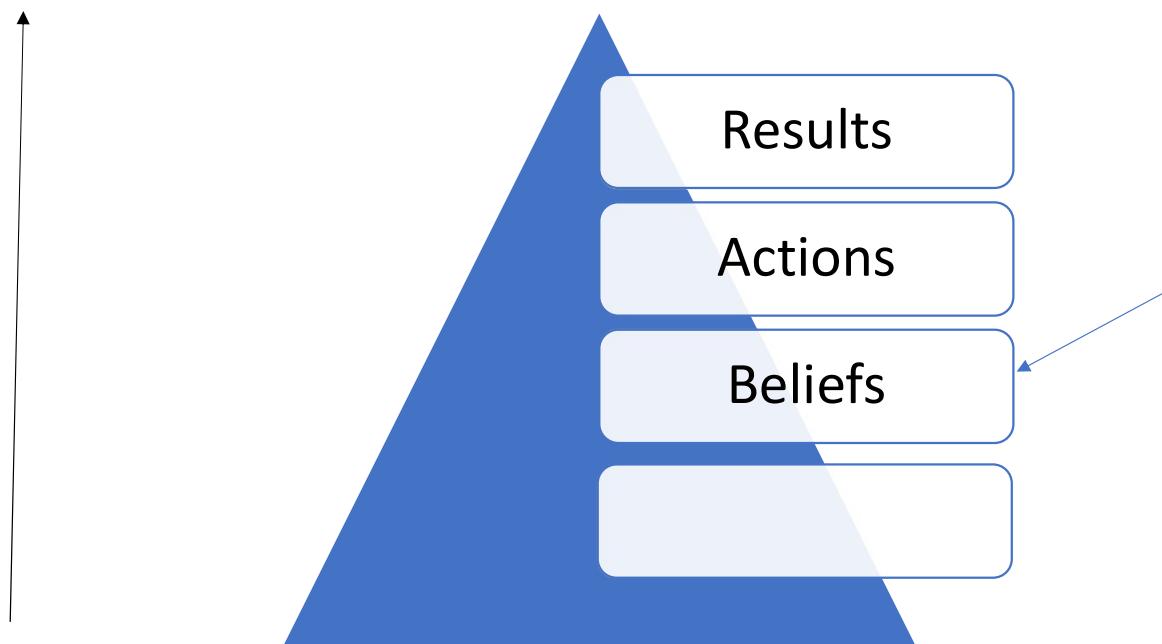


*The Oz Principle*

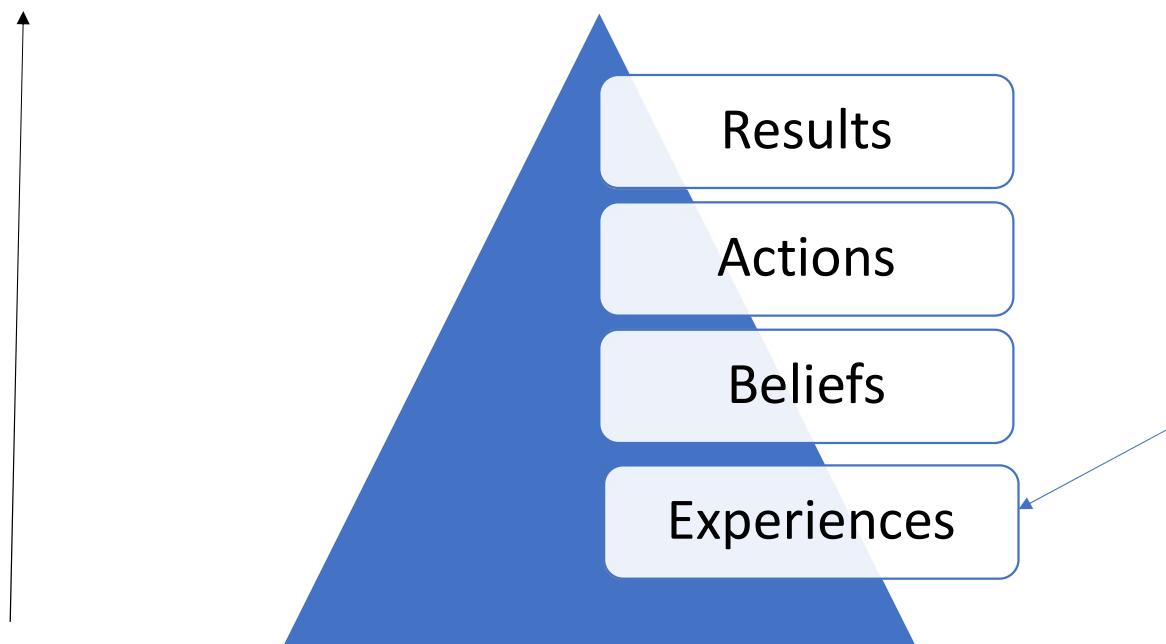
# What Drives Results



# What Drives Actions

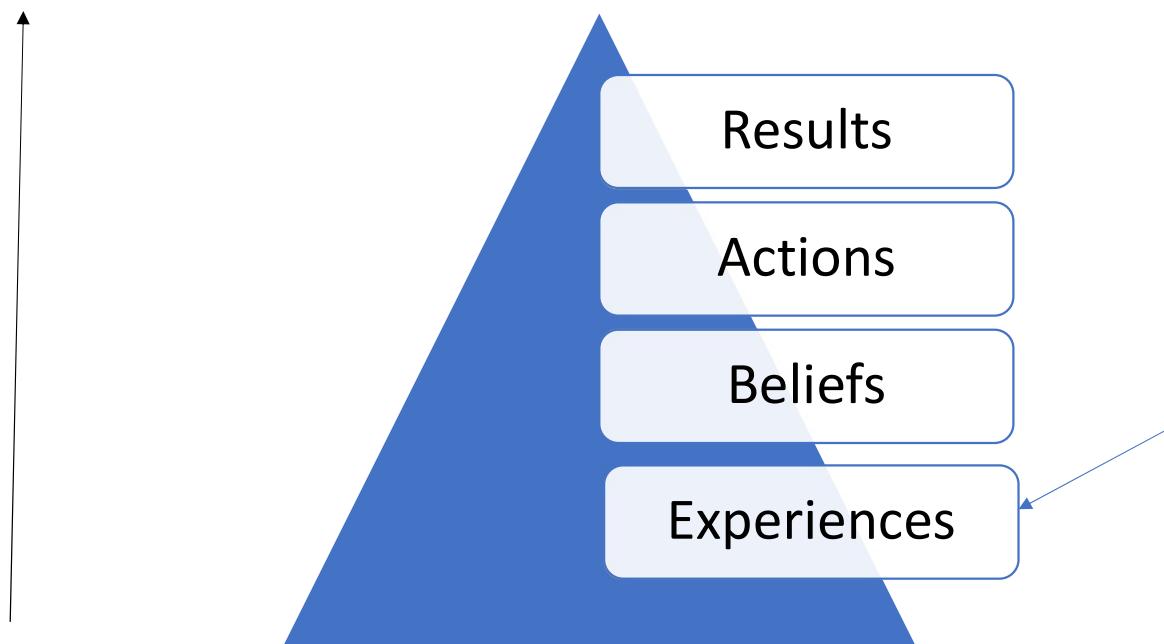


# What drives Beliefs



*The Oz Principle*

# What is the employee experience ?



*The Oz Principle*

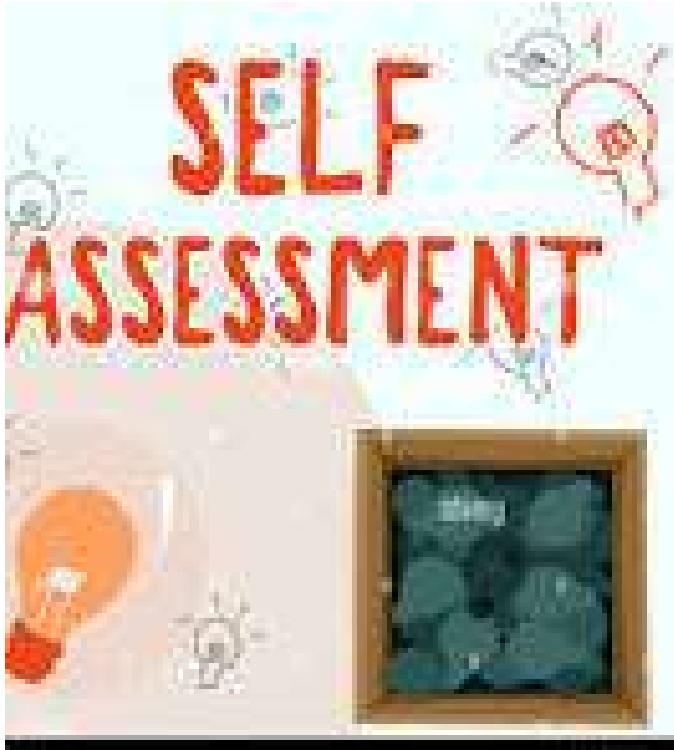
# Warning Labels



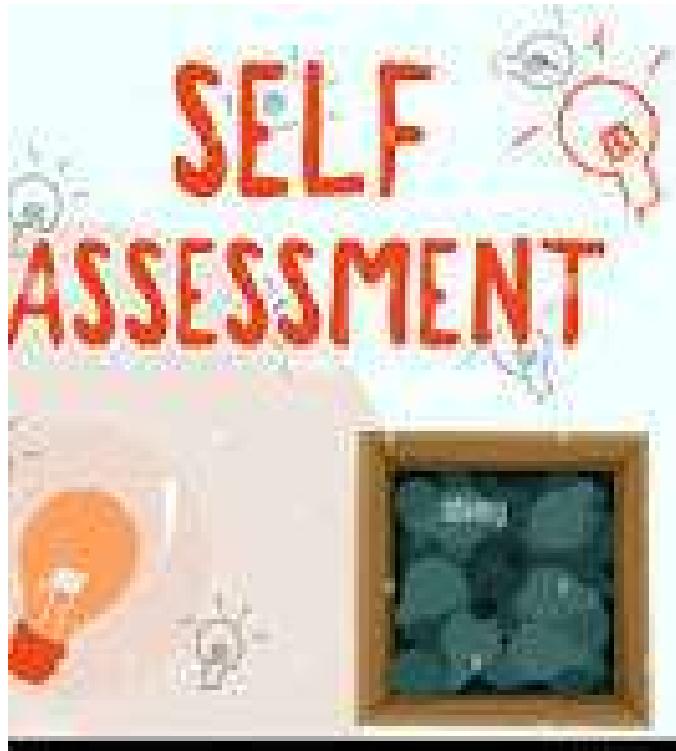


## Its not personal

- Emotions follow the right action
- Right action will always give you the return of right emotions
- Emotions will not stimulate the action



- How do you react when someone disagrees with you?
- How do you deal with tough conversations or situations?



- Self Assessment:
- What are your strongest abilities?
- What do you need to be successful?
- When are you at risk?
- How do you deal with chaos?
- How do you deal with change?

# Personal SWOT Analysis

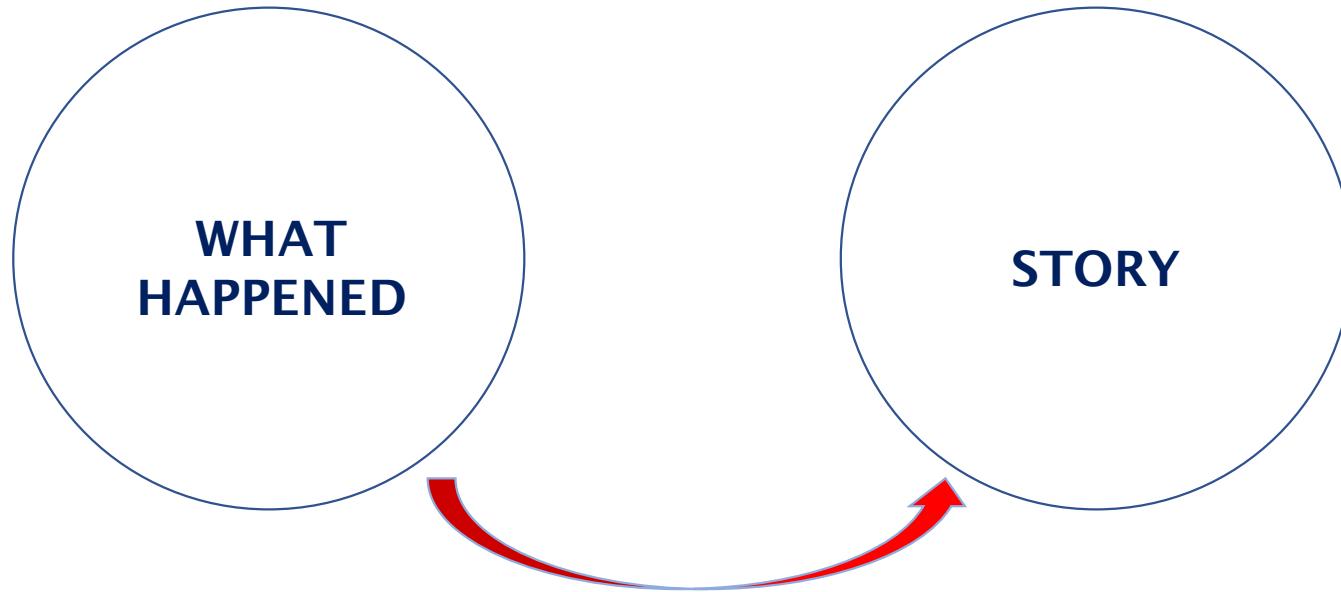
- Strengths
- Weakness
- Opportunities
- Threats



Values drive your actions  
– Beliefs impede your  
Drive

- VALUES
- Excellence
- Integrity
- Operating without strife

- BELIEFS
- What do you tell yourself you can and can't do
- Who do you compare yourself to
- What limitations do you put on yourself



- Doesn't speak to me unless there is work to direct
- Doesn't say good morning in the morning
- Is very direct when telling me to do something
- Boss discriminates
- Boss thinks they are better, and it is beneath them to speak to us
- Is rude, a dictator, and offensive

# At the source of UPSETS:

**Undelivered Communication** – you have something to say, and you didn't say it.

**Unfulfilled Expectation** – you had an expectation, and it was not met

**Thwarted intention** – you intended an outcome that did not take place

# Integrity

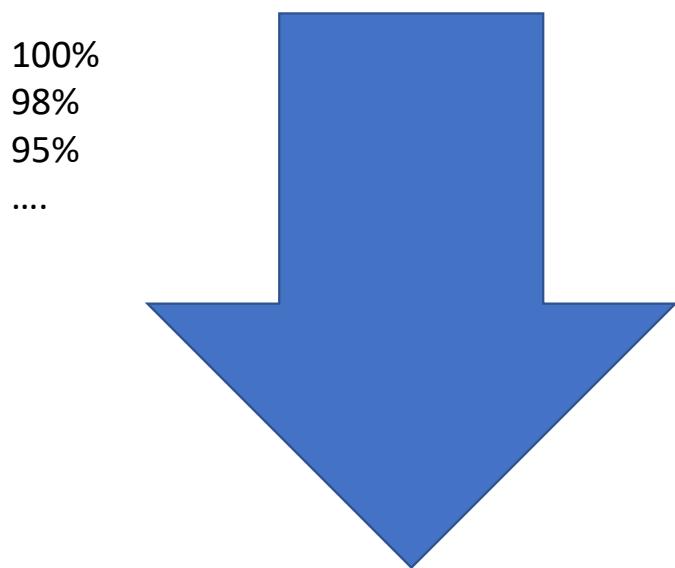
- Honoring your word
- Doing what you said you do when you said you would do it



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# Integrity

- Sliding Scale of Integrity







The Other  
8?





## What it is .....

- An opportunity for growth
- An opportunity to create the gap for yourself
- Responsibility
- Accountability
- An opportunity to create some goals for yourself
- An opportunity to acknowledge yourself
- An opportunity to raise your own standards



# Make the shift

*As a professional it is time to make the shift.....*

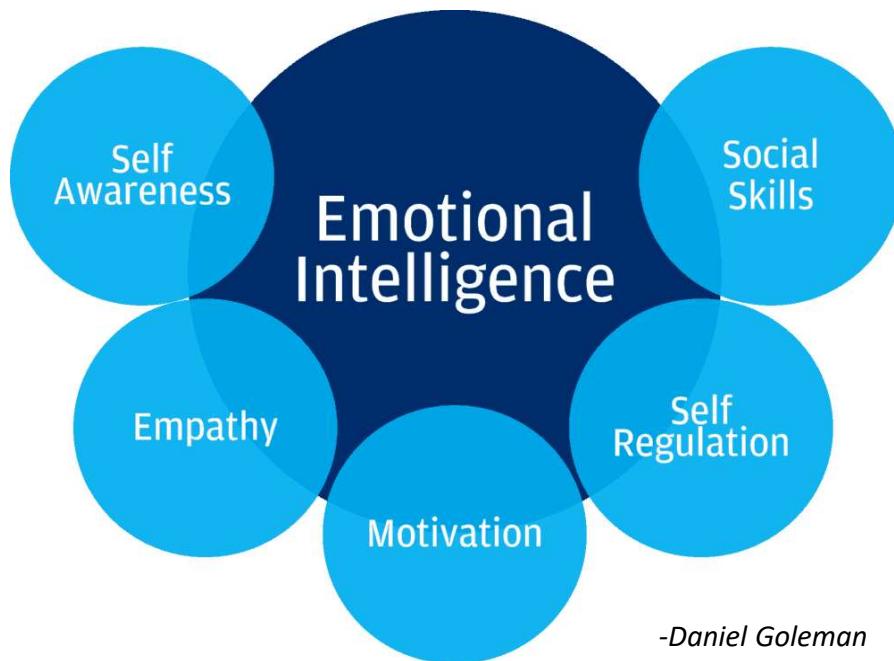
***It is not about how everyone can add value to you,, it is about how you can add value to everyone***

***What does adding value look like:***

- Be the one to hold a standard of integrity***
- Do the right thing***
- Honor your word***
- Know the rules and processes to accomplish the assigned task***
- do things timely and efficiently***

# Emotional Intelligence (EQ) – Rate your EQ?

One's ability to socialize or relate to others:



As a leader you need to understand yourself and each team member on your team.



# Am I committed to Growth

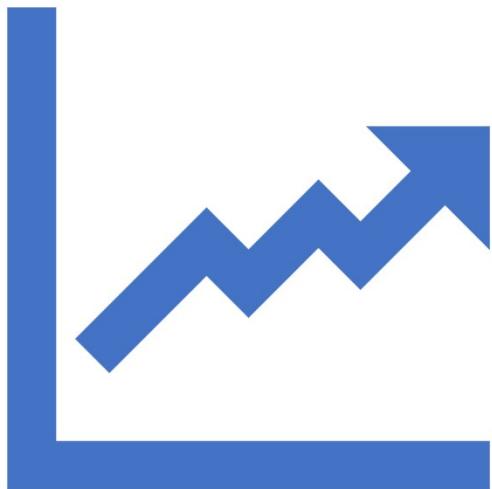
- What steps can I take today to develop as a professional?
- Where am I stuck?
- What area would I like to see growth in my life?

• *How can I inspire growth in others?*

# Where to start

- Who or what inspires me?
- What are you reading, watching and listening to?
- What are you doing to grow yourself?





# Growth Mindset

## Growth Inquiry:

At beginning of everyday ask yourself, what can I contribute today?

- What can I learn ?
- Can I apply what I learned ?
- Can I teach others what I have learned?
- Who did I add value to today?

*“People want to improve their circumstances, but they are unwilling to improve themselves ....”*

# THE LAW OF INTENTIONALITY

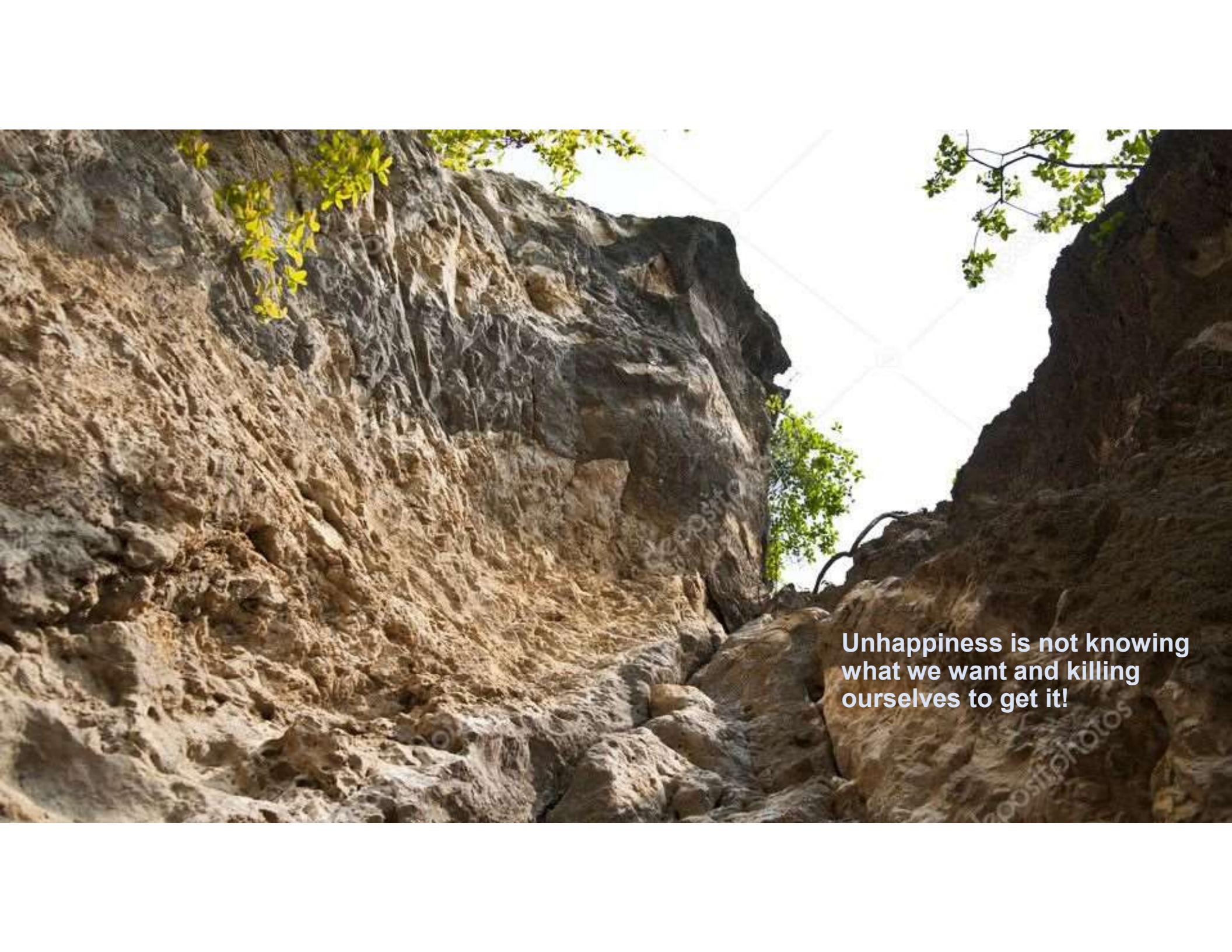
- Growth doesn't just happen



# THE LAW OF INTENTIONALITY

- Are you intentionally growing?
- Is this a priority
- Who are your mentors





Unhappiness is not knowing  
what we want and killing  
ourselves to get it!

# Relationship building is key!

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- Add value to others
- Connect with people
- Be the kind of person that others want to connect with.



|   |  |
|---|--|
| <p><b>STRENGTHS</b></p> <ul style="list-style-type: none"> <li>• Great oral communication</li> <li>• Enthusiasm</li> <li>• Ability to pick up new skills easily</li> <li>• Ability to work well in a team</li> <li>• Effective leadership skills</li> <li>• Great attention to detail</li> <li>• Pride in a job done well</li> <li>• Strong interview skills</li> </ul> | <p><b>WEAKNESSES</b></p> <ul style="list-style-type: none"> <li>• Difficulty following rather than leading</li> <li>• Cannot focus well on independent work</li> <li>• Ineffective written communication skills</li> <li>• Poor time-management skills</li> </ul>  |
| <p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>• A manager in a related department is retiring soon</li> <li>• Workplace offers resources to improve communication and time management skills</li> <li>• May receive a pay raise in the next quarter</li> </ul>   | <p><b>THREATS</b></p> <ul style="list-style-type: none"> <li>• A colleague may also be interested in the management position that will soon be available</li> <li>• The next performance review may not go well if time-management skills do not improve</li> <li>• The position may involve a great deal of independent work</li> </ul> |

Your CHARACTER, ATTITUDE, and ACTIONS sets the tone for the people you lead

## Character / Attitude / Actions

*The slides that follow are an opportunity for you to do a self assessment. The true opportunity is to identify an area or areas that you would like to grow and develop.*

## Be a visionary

THINK DIFFERENT – if you can't find out who can!

Do an authentic assessment and identify what will make the difference





## Effective Listening

- What is in the way of your ability to listen?
  - ❖ Being right
  - ❖ Concern for what is next
  - ❖ What you have to do later
  - ❖ What you are not saying
  - ❖ Judgments, assessments
  - ❖ Crafting your defense

# Be An Effective Communicator

To be an effective communicator you must remember

***It is not about you....***

It is about how to add value to others .....

Think about them more than you think about yourself

Sometimes it is not about being right, it is about being able to say the right thing.....

## Emotional Intelligence (EQ) – rate your EQ?

- **One's ability to socialize or relate to others**
- **Empathy**
- **Self motivation**
- **Self awareness**
- **Self regulation**
- **Social Skills**

*-Daniel Goleman*

\*as a leader you have to understand yourself and each team member on your team





Goleman's Emotional Intelligence Model (2002)

# 4 areas that make it all work

- INTEGRITY
- RELATIONSHIPS
- EXISTENCE
- COMMUNICATION



Effective communication – reminder!

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# Relationship building is key!

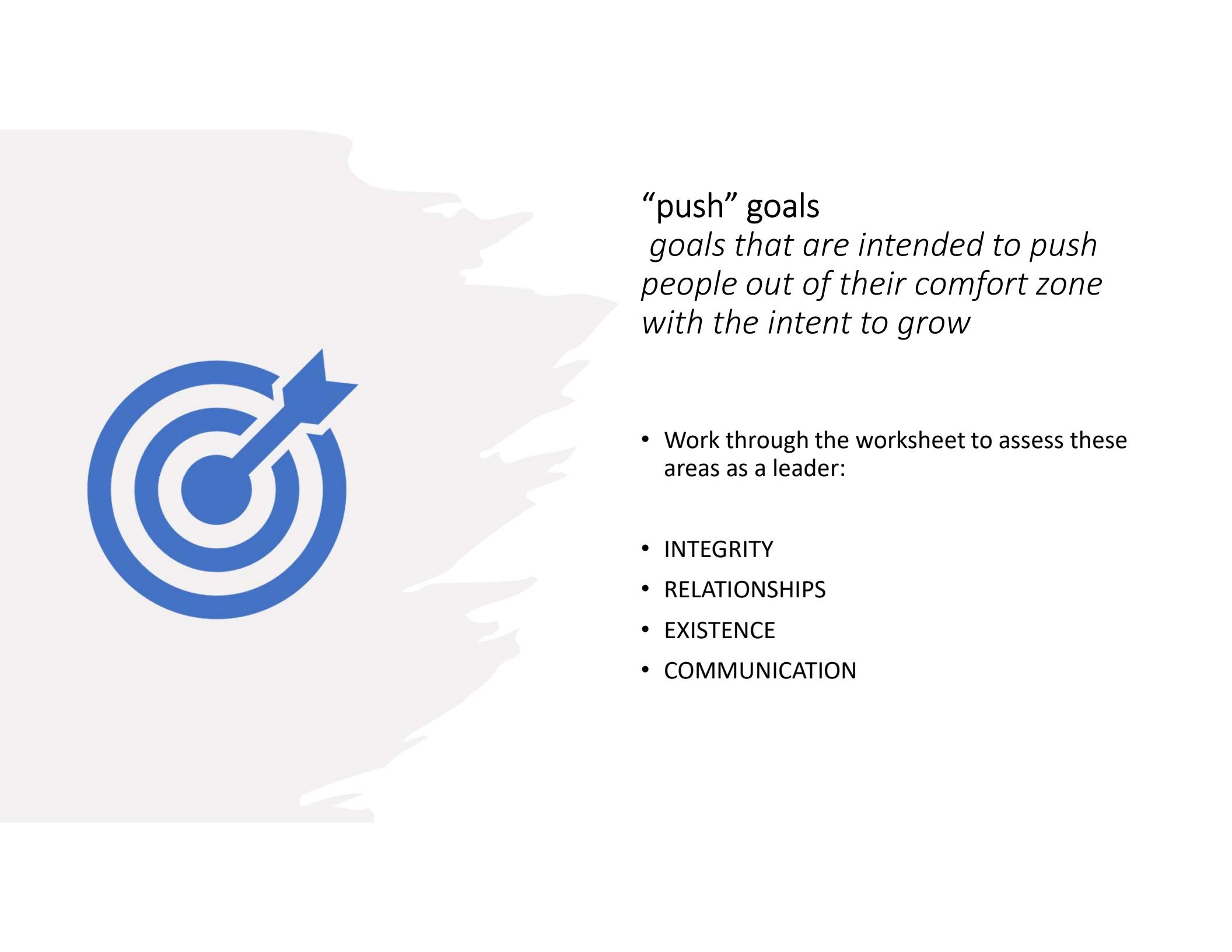
- Building trust
- Add value to others
- Connect with people
- Be the kind of person that others want to connect with.



# Existence

- What is the plan
- Benchmarks / mini goals
- Calendar
- Communicate it to an accountability partner





## “push” goals

*goals that are intended to push people out of their comfort zone with the intent to grow*

- Work through the worksheet to assess these areas as a leader:
  - INTEGRITY
  - RELATIONSHIPS
  - EXISTENCE
  - COMMUNICATION

# Do you focus on the overall Experience for your team:

- As a leader you are influencing the overall experience of your team
- Do you empower your team
- Do you encourage the team to make decision within their purview
- Do you build on their strengths
- Do you prepare them for change



# At the source of UPSETS:

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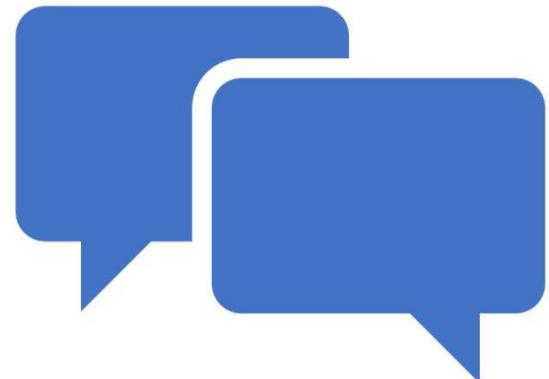
# Difficult Conversations aka Crucial Conversations

- What is a Crucial Conversation and what does it include?
- How to prepare for a crucial conversation
- What to do or not do during a conversation



# What is a Crucial Conversation?

- ❑ A crucial conversation is a discussion between two or more people where:
  - ❑ The stakes are high
  - ❑ Opinions vary
  - ❑ Emotions run strong
- ❑ These conversations include:
  - ❑ Problem solving
  - ❑ Opportunity for growth/feedback
  - ❑ Misunderstanding
  - ❑ Hurt feelings



### Look Inside Yourself (Self-Assessment)

- Reason for the conversation
  - Do you need to apologize for something?
  - Did you misunderstand something?
  - What's the intent?
  - What is the desired outcome?

### Create a safe place to have the conversation

- Is it a safe space for all parties to participate?
  - Different space
  - Take a walk



## During the Conversation

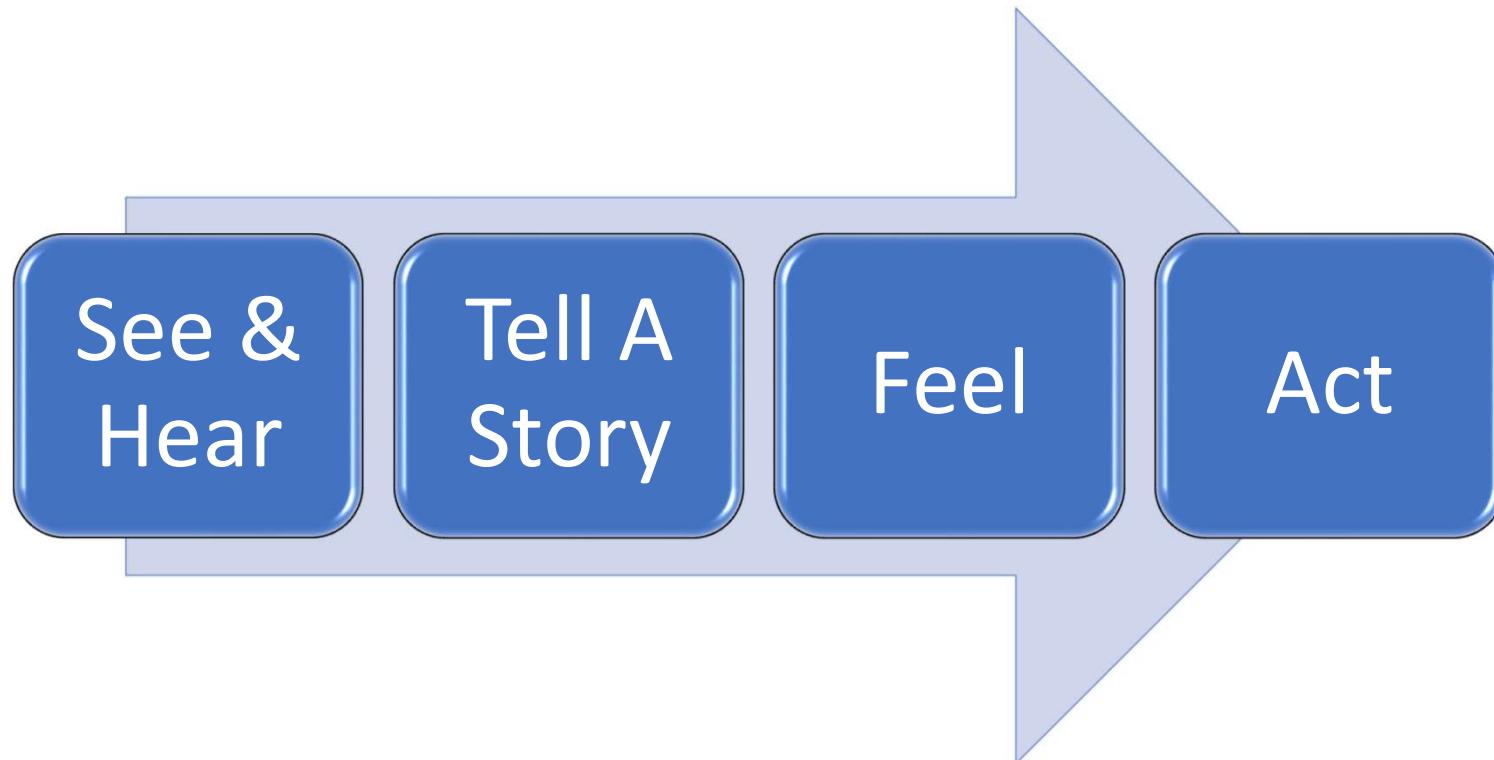
### Things to do:

- ✓ Be Present (Would the other person say were present?)
- ✓ Communication
  - ✓ Hearing – Hearing the words that are being said
  - ✓ Listening – What is the meaning behind the words being said
  - ✓ Emotion – What is trying to be said?
    - ❖ Consider this – If a person is angry, the words being said are typically not what is being said – there is meaning behind it.
  - ✓ Make eye contact

### Things not to do:

- NO MULTI-TASKING!!!**

# Path To Action



# Sources

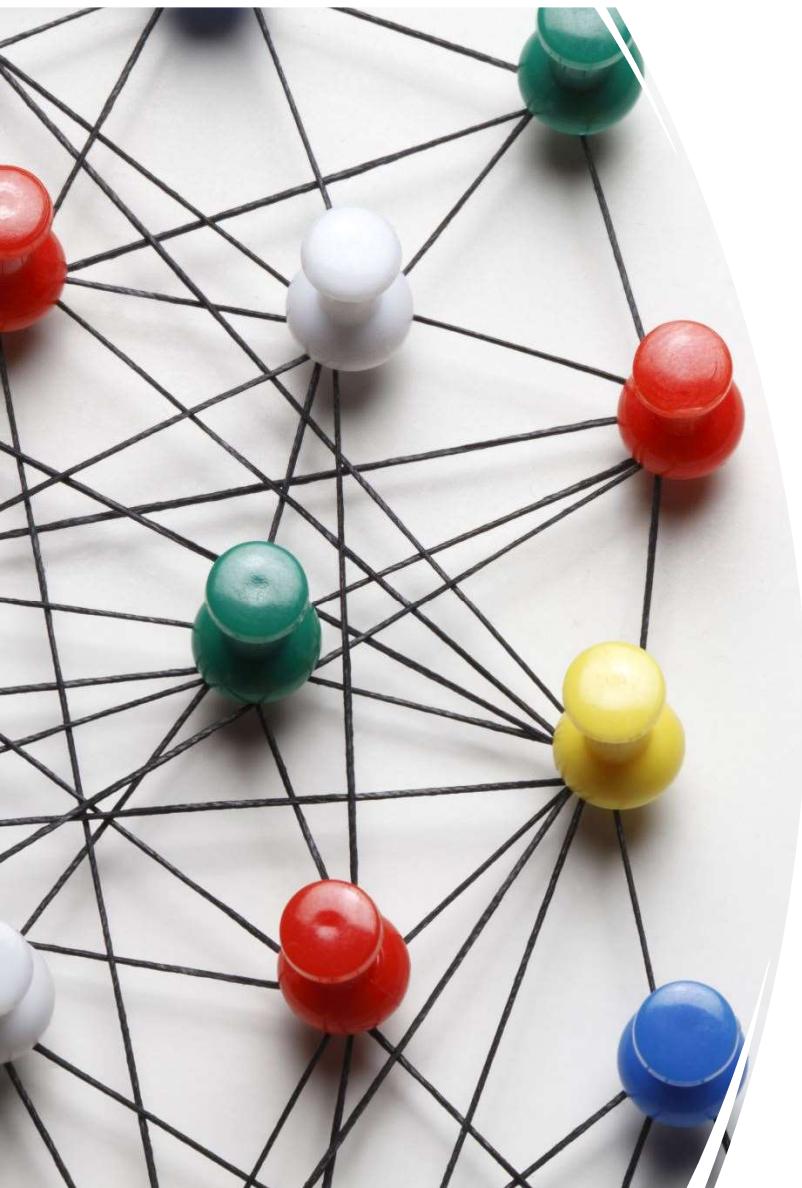
**Crucial Conversations: Tools For Talking When Stakes Are High** by  
Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler

**People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts** by Robert Bolton, PhD.

# Know the Why behind your what



- Know the Why behind your what.....
- Michael Jr. video



# Time Management *Atomic Habits*

*James Clear*

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- Lesson 1: Small habits make a big difference
- Lesson 2: Forget about setting goals. Focus on your system instead.
- Lesson 3: Build identity-based habits

[Atomic Habits Summary by James Clear](#)

*The goal is to get 1% better every day – this happens by creating good habits.*

# Lesson 1

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small improvements everyday, versus one big defining moment –

- 1% better each day isn't usually notable or even noticeable, but it can accumulate over the long run.
- If you get 1% worse every day .... It can be much more detrimental.
- If you get 1% better each day for 1 year ... you will be 37% better when you are done!!!
- Conversely if you 1% worse per year you will decline nearly down to zero.
- Are your habits putting you on the road to success.

## Lesson 2

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Goals are about the results you want to achieve; systems are about the process that led to those results.....

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If you can change your habits, it is likely your system not you!

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You don't rise to the level of your goals; you fall to the level of your systems.



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People don't learn when they understand; people learn when they feel understood

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Your systems are designed to get you exactly the results you're getting

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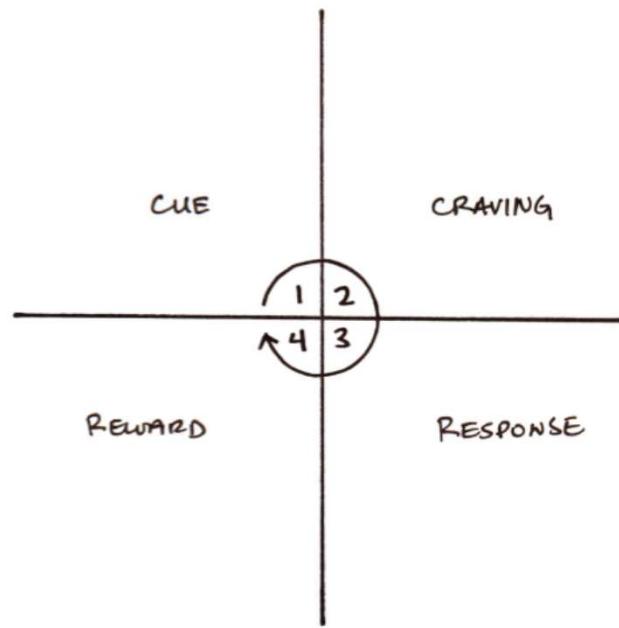
Example: Does McDonalds make the best hamburger? No but they have the best system to produce a hamburger.

# Lesson 3

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- Your current habits / behaviors are a reflection of your current identity
- To change your behavior for good, you need to start believing new things about your self
  - Decide what type of person you want to be
  - Prove it to yourself with small wins
  - Your identity emerges out of your habits

## THE HABIT LOOP



# Atomic Habits

- The cue triggers a craving, which motivates a response, which provides a reward and ultimately becomes associated with a reward.

*- James Clear*

# How to create a good habit

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1

Make it  
obvious

2

Make it  
attractive

3

Make it easy

4

Make it  
satisfying

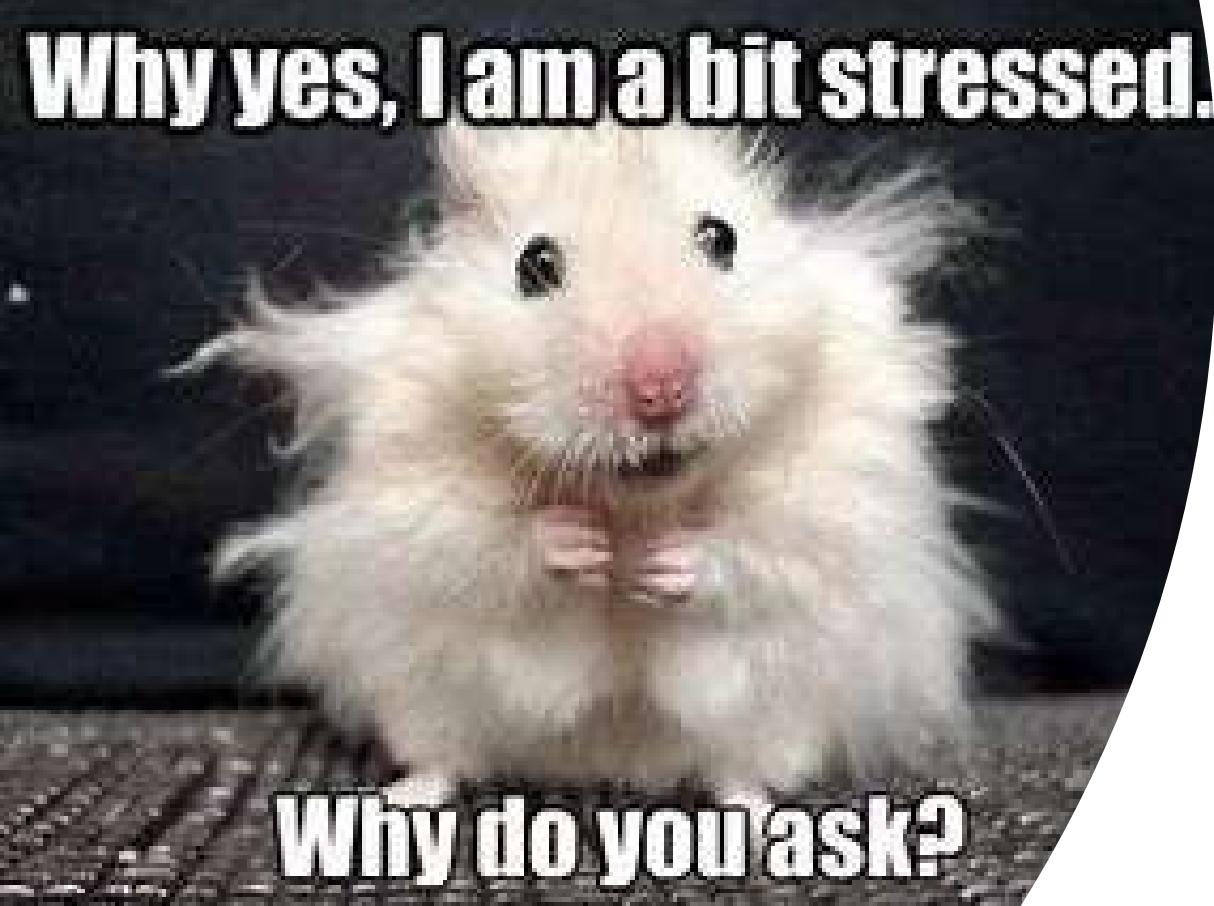
Problem,  
what  
problem





Do you have the right attitude?





**Why yes, I am a bit stressed.**

**Why do you ask?**

### Stress Warning Signs

- Hostility / Anger
- Time Urgency
- Professionalism
- Disappointment
- Burnout
- Under Achievement



From Surviving.....

To Thriving!

# How to break a bad habit

1

Inversion of the  
1<sup>st</sup> law (cue):  
Make it invisible

2

Invesion of the  
2<sup>nd</sup> law  
(Craving): Make  
it unattractive

3

Inversion of the  
3<sup>rd</sup> law (response):  
Make it difficult

4

Inversion of the  
4<sup>th</sup> law  
(Reward)/: Make  
it unsatisfying



## Creating new habits

- Take advantage of the laughter today
- Walk around the block
- Take a few minutes to sit and breathe deliberately
- Listen to an entire song or two and disconnect
- Exercise
- Eat right
- Meditate
- Get enough sleep

# Acknowledge your team Members

Know your team and know how each person likes to be recognized

Genuinely thank them for the work they do

Acknowledge great work

Celebrate their success

\*praise in public, reprimand in private



# 7 stress relievers

- Get Active
- Laugh More
- Connect with Others
- Assert Yourself
- Get Enough Sleep
- Keep a Journal
- Try Yoga

- Mayo Clinic

