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TOGETHER: DARING TO CLIMB NEW HEIGHTS
20
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24
ANNUAL CONFERENCE & EXHIBITION
August 25-28, 2024 • Denver, Colorado

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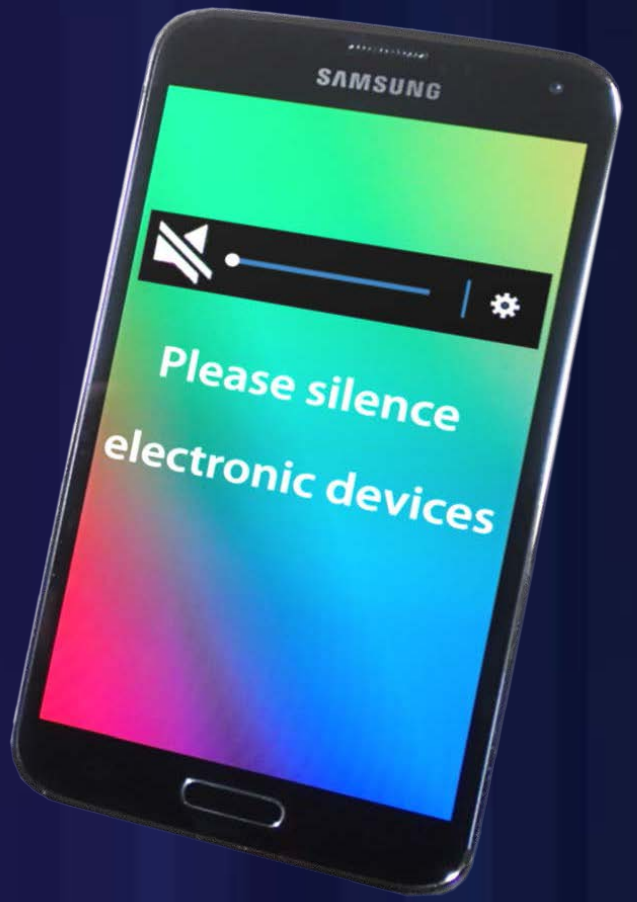
Continuing Education (CE) Credit

Recertification Credit forms for CE credit can be collected from the registration desk on Thursday



Housekeeping

- The conference proceedings will be available approximately 8 weeks after the conference
- Please silence your electronic devices
- Attendance at this conference counts toward GIS Professional (GISP) Certification and Renewal

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GIS/VALUATION TECHNOLOGIES CONFERENCE 2024

How to be a good Leader AND a good Manager

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Problems that come from poor leaders and poor managers:

- High turnover rate
- Unengaged employees
- Low productivity
- Unhappy employees

- Office goals/requirements not met
- Hostile work environment
- More work falls to other departments
- Low level of service to public
- Unclear, confusing, or inefficient work processes & procedures

Solutions:

- What is a good leader?
- Who can be a leader?

Leadership is the ability of an individual to influence, motivate, and enable others to contribute and enhance the success of an organization.

Characteristics of a good leader:

- Empathy (ability to take on another's perspective)
- Innovate
- Motivate
- Inspire
- Empower
- Good communication
- Role model (starts with us as individuals)

- Employee development growth
- Focus on people (rather than procedures objectives)
- Set the tone for a healthy office atmosphere
- Long-range vision
- Embrace change
- Engage employees/others

What is a good manager?

Management is responsible for controlling an organization or department section to achieve a specific objective of an organization.

Characteristics of a good manager:

- Set specific short-term goals
- Provide structure for the staff
- Plan
- Organize
- Delegate
- Implement work processes
- Develop procedures
- Track quality and quantity
- Keep status quo

Main difference between management & leadership:

Management

Management focuses on daily tasks and related issues.

Leadership

Leadership focuses on nurturing the right culture and motivating employees to align with the organization's vision.

Leader qualities:

- Gets them on board
- Takes risk
- Vision
- Envisions how to improve
- Thinks long-term
- Coaches
- Focuses on people

Manager qualities:

- Tells what to do
- No risk
- Objectives
- Accepts what works
- Thinks short-term
- Directs
- Focuses on things

Leader qualities:

- Focuses on the future
- Empowers
- Develops change
- Uses influence
- Has followers

Manager qualities:

- Focuses on the present
- Controls
- Manages change
- Uses authority
- Has subordinates

Practical *examples* of good leadership/management:

- Consistent team meetings
- 5-year strategic plan
- “Champion” projects
- Professional Member
- 10 years in office
- Career onboarding spreadsheet
- IAAO designations- reward for achieving
- No cost items- Yes to time off requests
- Track work process time to complete

Benefits:

- ✓ Lower turnover
- ✓ Engaged employees
- ✓ Higher productivity
- ✓ Happier employees
- ✓ Less workload on other departments such as HR
- ✓ Increased work efficiencies

Benefits:

- ✓ Employees grow in their career, interest and skills
- ✓ Higher level of service to public
- ✓ Treating others the way you would like to be treated

How to measure if you are a good leader AND a good manager:

- Measure employee turnover rate
- Observe employee career growth
- Employee satisfaction level
- Productivity level
- Clear office goals
- Clear procedures

How to measure if you are a good leader AND a good manager:

- What do others say about you / feedback?
- Do others feel valued by you?
- Do others feel that you are wanting them to succeed?

GIS/VALUATION TECHNOLOGIES CONFERENCE 2024

Be a good leader AND a good manager!

Contact info:

Shaun Christofferson, AAS

Chief Appraiser, Crook County Assessor's Office

Office: 541.447.4133 ext. 177

Shaun.Christofferson@crookcountyor.gov

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