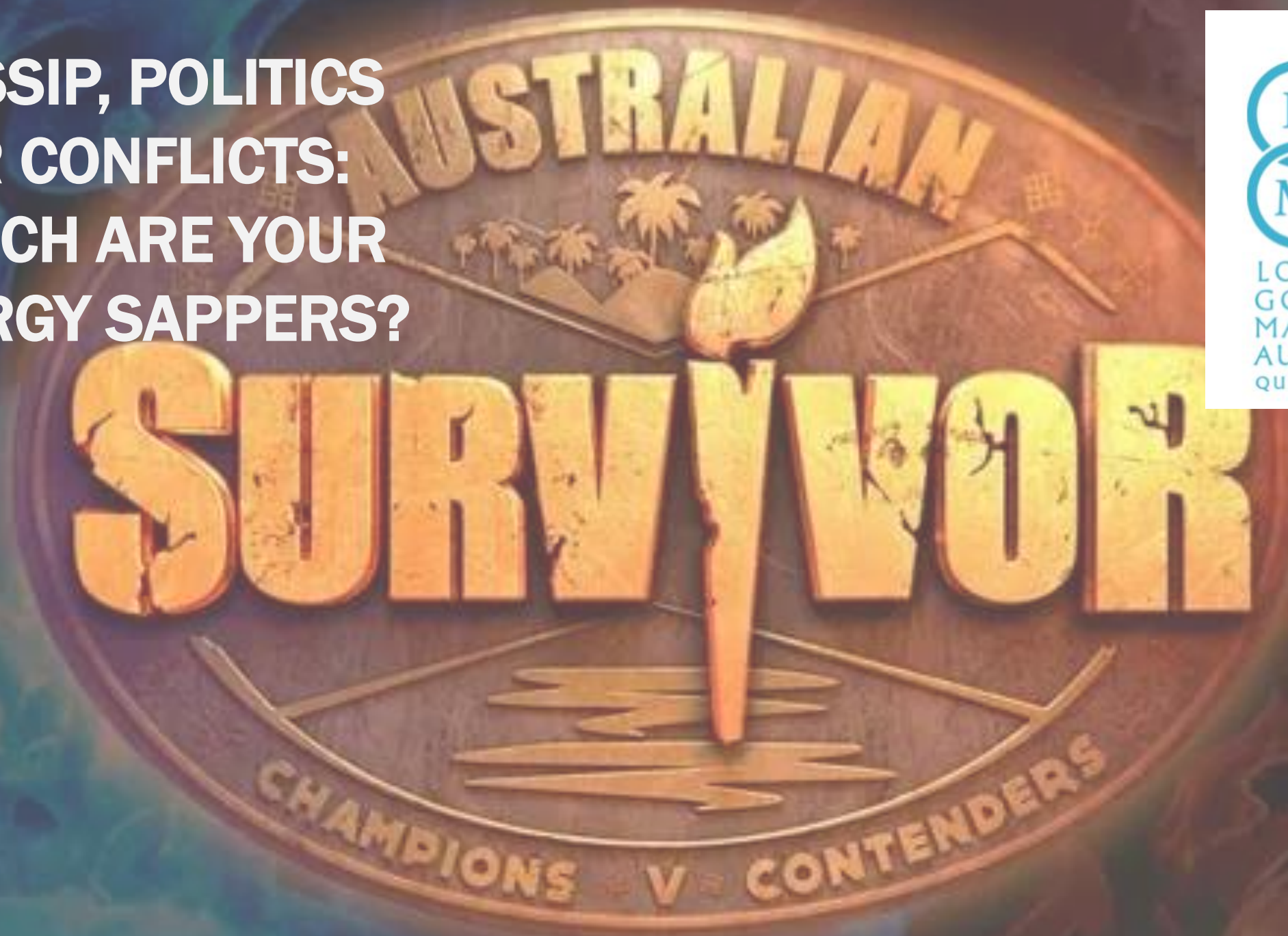


**GOSSIP, POLITICS
OR CONFLICTS:
WHICH ARE YOUR
ENERGY SAPPERS?**



LOCAL
GOVERNMENT
MANAGERS
AUSTRALIA
QUEENSLAND INC.

Claudia Brassard

- 15 years Local Government
- Certified Practising Portfolio Executive
- Project Manager Townsville City Council
- Senior Project Manager Townsville City Council
- Team Manager Project Management Office
- General Manager Infrastructure, Property and Fleet



Claudia Brassard

- 2015, 2016, 2018 WNBL Champion
- JCU Townsville Fire Head Coach (2016-2019)
- JCU Townsville Fire Player 2002 – 2008
- JCU Townsville Fire Captain
- Canadian National Team 1997 – 2006
- Canadian National Team Captain
- Olympian



Our culture drives our expectations and beliefs. These drive our behaviors.



Let's gossip and complain about how our co-workers aren't doing their job, instead of doing ours.



som^{ee}cards
user card

High Performing teams function on the understanding that not everyone can be the leader, or the talent or the warrior, but all must work collectively towards the common goal to be successful.



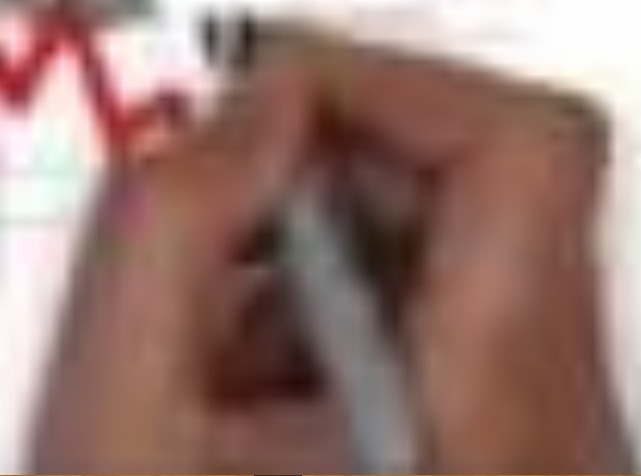
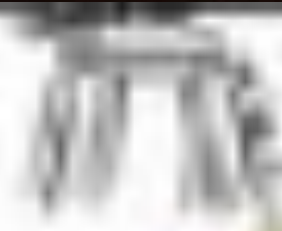
It may not be equal but it's fair!



EFFECTS OF

VICTIM

PHYSICAL
INJURY



The Karpman Drama Triangle



The Persecutor

In this mode the person does not value other people's views and integrity

- > Angry
- > Aggressive
- > Aggressive
- > Judging
- > Bullying
- > Demanding
- > Spiteful and scornful



The Rescuer

In this mode the person doesn't respect other people's capacity to solve their own problems

- > Manipulative
- > Overly helpful
- > Overly protective
- > Overly sympathetic
- > Overly concerned
- > Overly attentive
- > Overly attentive
- > Overly attentive

Do see this at home?
With friends?

Which role do you predominantly play?



- > Manipulative
- > 'Poor me' syndrome
- > Helpless and needy
- > Complaining and whinging
- > Fretful
- > Downtrodden
- > Blaming others

The Empowerment Dynamic

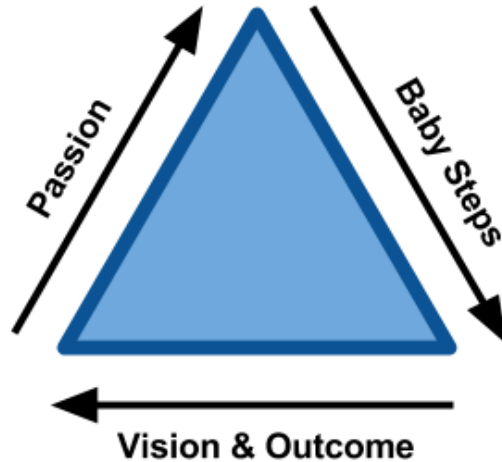
David Emerald

Creator

*I choose my response to the situation, no matter what!
The outcome I want to create is...
I can do this!*

Coach

See others as creators.
Supports by making powerful questions.
How are you going to handle the situation?



Challenger

*What can we learn from the current situation?
My intention while saying this is to...
You can do it!*

How can we reframe the project manager example?

I challenge



YOU



MINGYI

Mike Carney Toyota

6

TOWNSVILLE
FIRE

CHEMIST
WINN

Mike Carney Toyota

Mingyi

1



Healthy Workplace Conflict

Tell the Truth Mondays

Prior to our video reviews on Mondays we will have “Tell the Truth Mondays”. The objectives of these sessions are to build resiliency and embed our team culture around performance improvement and seeking feedback. Everyone needs to come prepared to the meeting with two things; either they, a teammate, a coach or the team did well, and also one thing that needs improvement. Not everyone will be called upon, but everyone must be prepared. This format will allow shared ownership where each of us is contributing to our team culture. The more transparent we are with our weaknesses, the easier it will be to hold each other accountable at trainings. Our mindset is to improve relentlessly and build on the things we are doing well.

Creating a Shared Vision

“Entitled to nothing, grateful for everything”

Leadership - The ability to make those around you better.

Mental Toughness - The ability to focus on the next most important thing all the time.

Selflessness - The ability to put the team before yourself.

Leaders have the biggest impact on culture –
the behaviours they demonstrate, encourage
and tolerate are the culture



Our Vision:

A globally connected community driven by lifestyle and nature.

Our Purpose:

Grow Townsville

Our Mission:

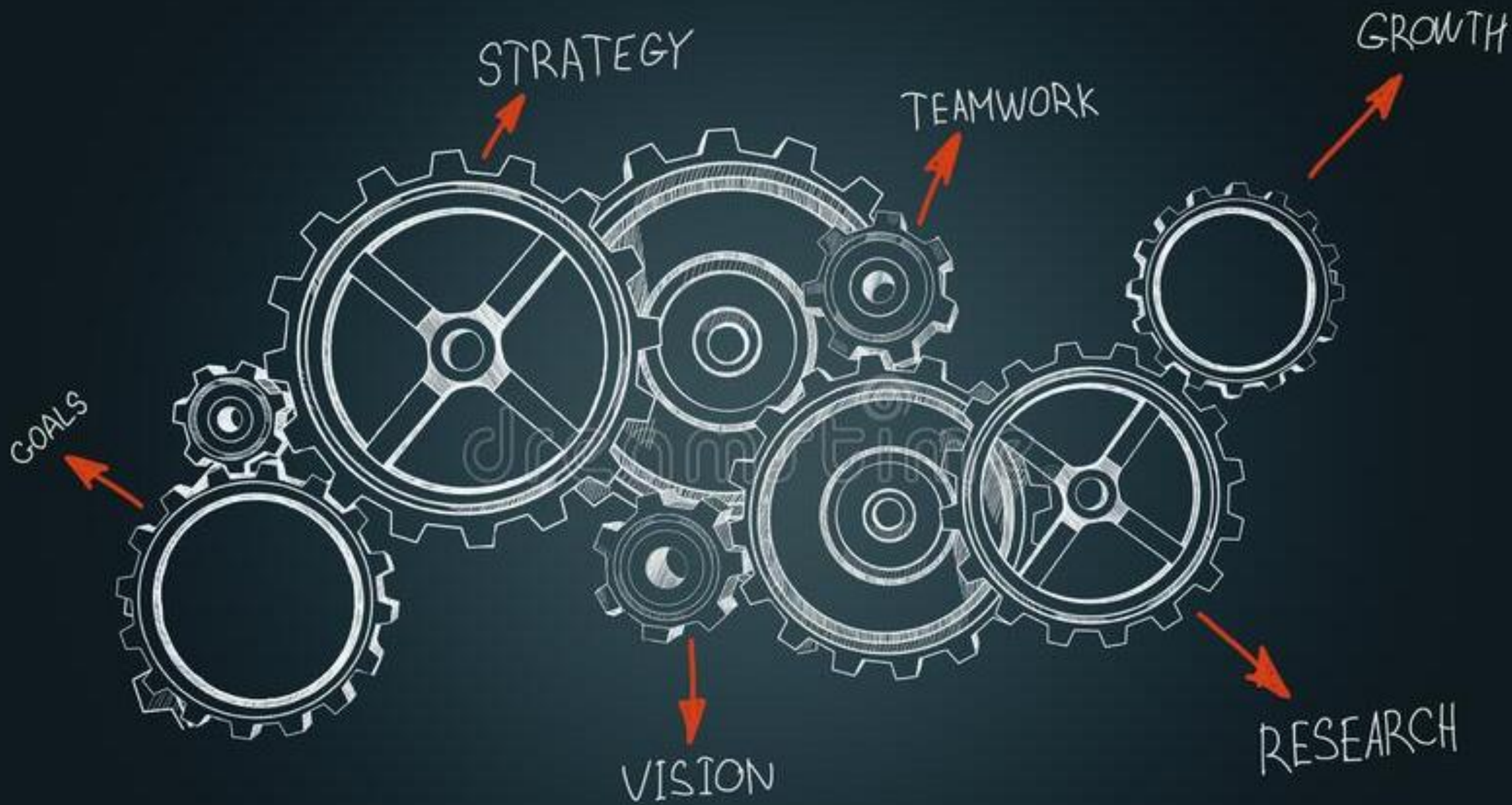
Add 6,400 new jobs by 2026.

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We now have a clear direction







Conversation with future you

1. What strategy will you use to escape the drama triangle?
2. What is your light bulb moment?
3. What is your most impactful leadership trait?

Name and Address please!