**Certified Public Manager Program**

# Level 1 Assignment

***Encouraging the Heart:***

***A Leader’s Guide to Rewarding and Recognizing Others***

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Name

Submitted on (Date)

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2023

**I. The Heart of Leadership**

## (“Encouragement Index”- interpret your results)

My self-assessment score was \_\_\_, which is described on the scoring range as \_\_\_\_\_\_\_\_\_\_\_\_ (for example: “Doing pretty darn well).

List a few of the statements you scored highest on, and describe why you think those practices are important. Then, describe three ways you could improve your score.

### **Part II. The Essentials of Leadership**

### For each of the seven essentials outlined Encouraging the Heart, thoroughly describe what your organization is currently doing well and what else it should be doing to implement the essentials.

## Set Clear Standards (Chapter 4)

1. What the organization is doing:
2. What the organization should be doing:

## Expect the Best (Chapter 5)

a. What the organization is doing:

1. What the organization should be doing:

## Pay Attention (Chapter 6)

1. What the organization is doing:
2. What the organization should be doing:

## Personalize Recognition (Chapter 7)

1. What the organization is doing:
2. What the organization should be doing:

## Tell the Story (Chapter 8)

1. What the organization is doing:
2. What the organization should be doing:

## Celebrate Together (Chapter 9)

1. What the organization is doing:
2. What the organization should be doing:

## Set the Example (Chapter 10)

1. What the organization is doing:
2. What the organization should be doing:

#### III. Applying the Principles

From the list of 150 suggestions for Encouraging the Heart, I tried the following five: (list each, and describe what went well and why, or what went wrong and why. What would you do differently?):

#\_\_

#\_\_

#\_\_

#\_\_

#\_\_

Now, come up with your own. List five ways for you to encourage the heart by using the principles outlined in the book. Try them and report the results by describing what went well and why, or what went wrong and why. What would you do differently?

1.

2.

3.

4.

5.