

SCS CPTP

LEADERSHIP

Academy

Turning Pages, Turning Heads:

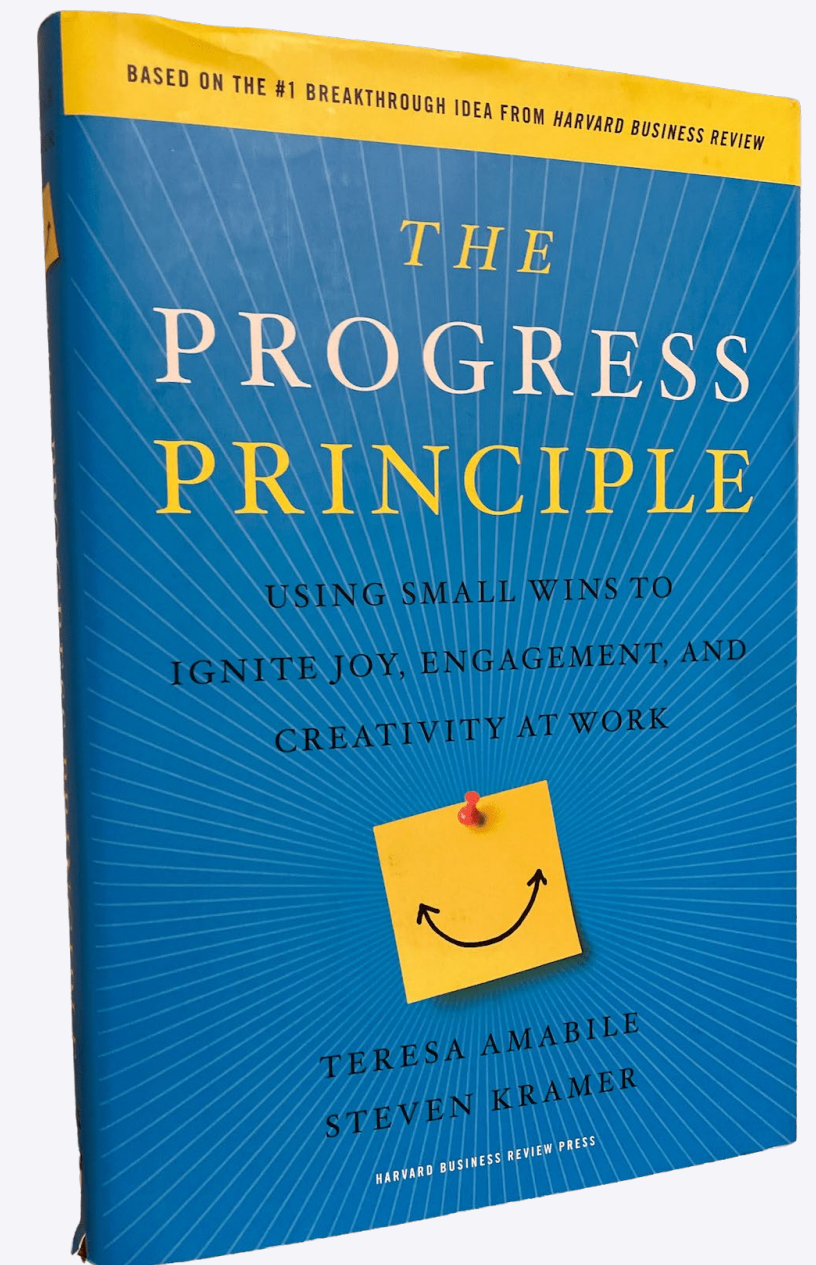
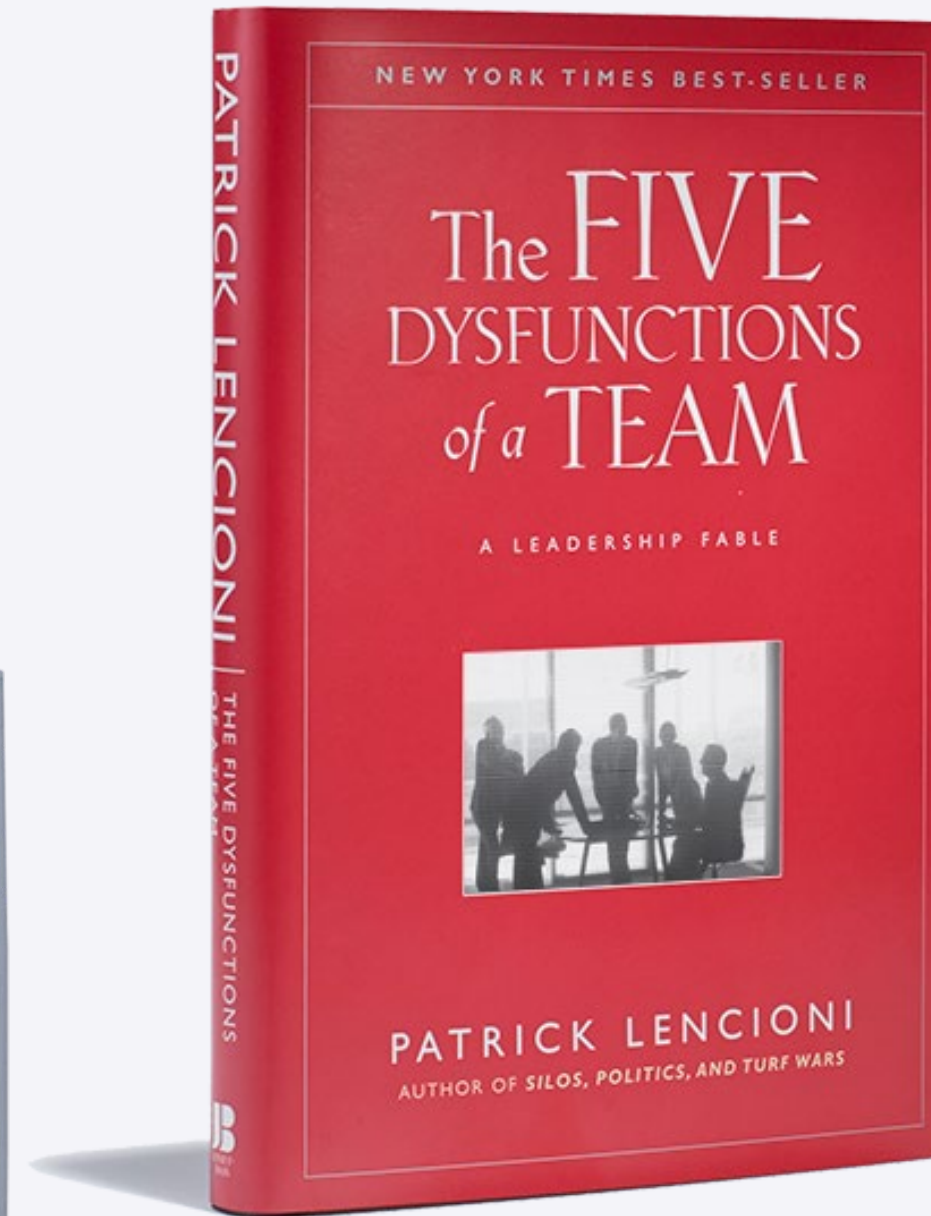
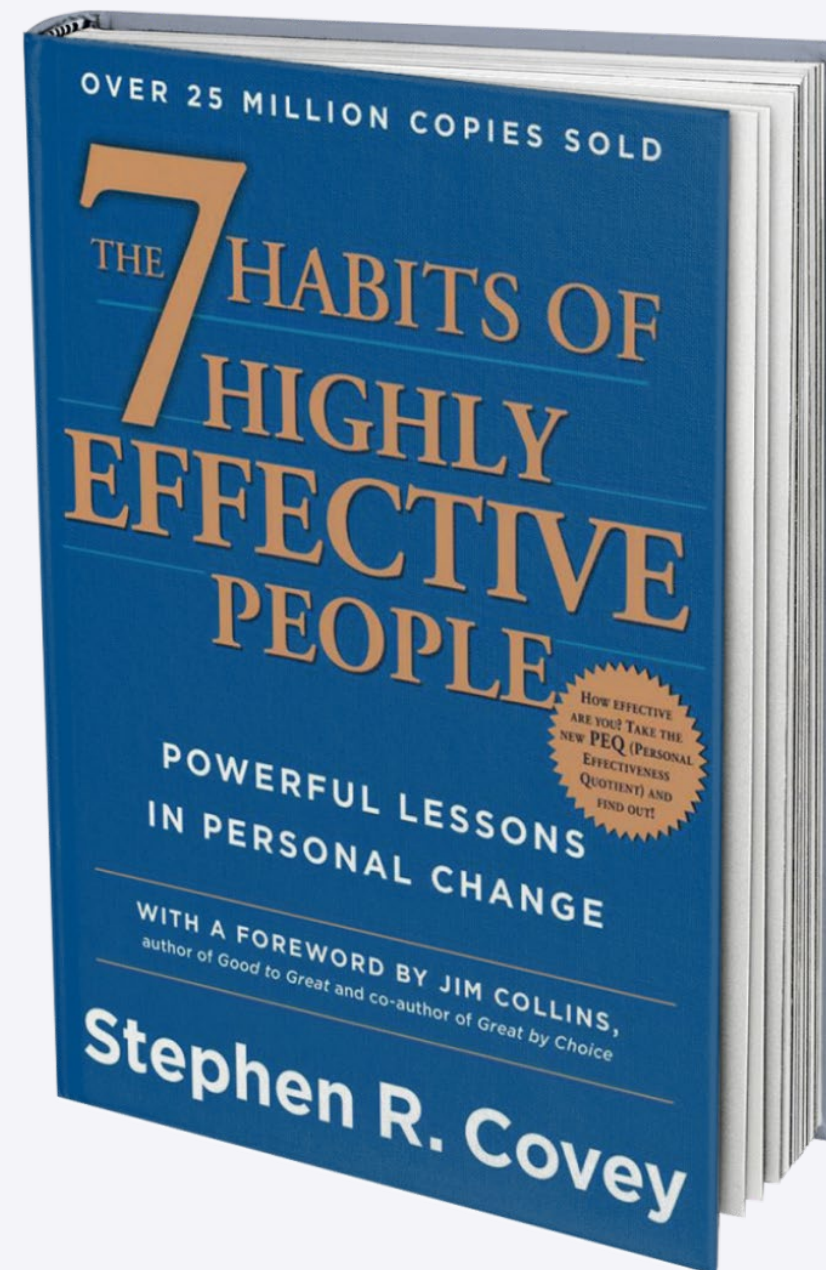
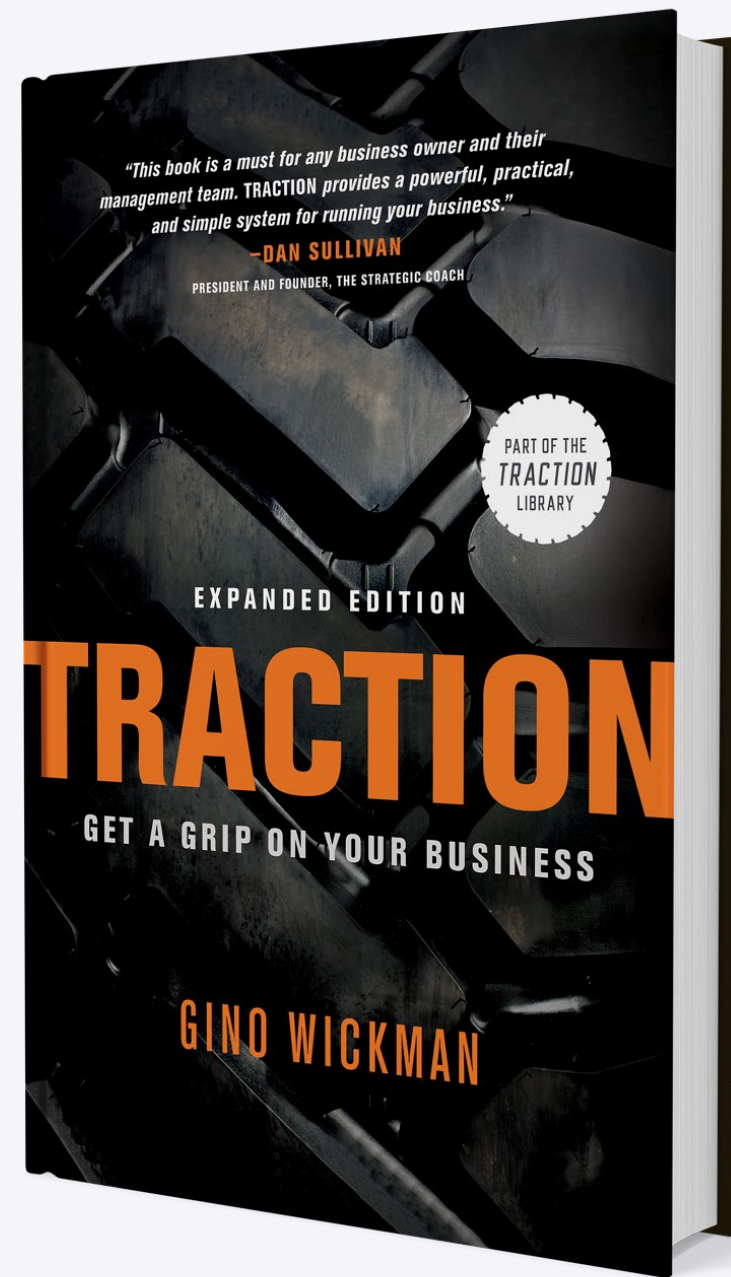
Leadership Books That Actually Matter

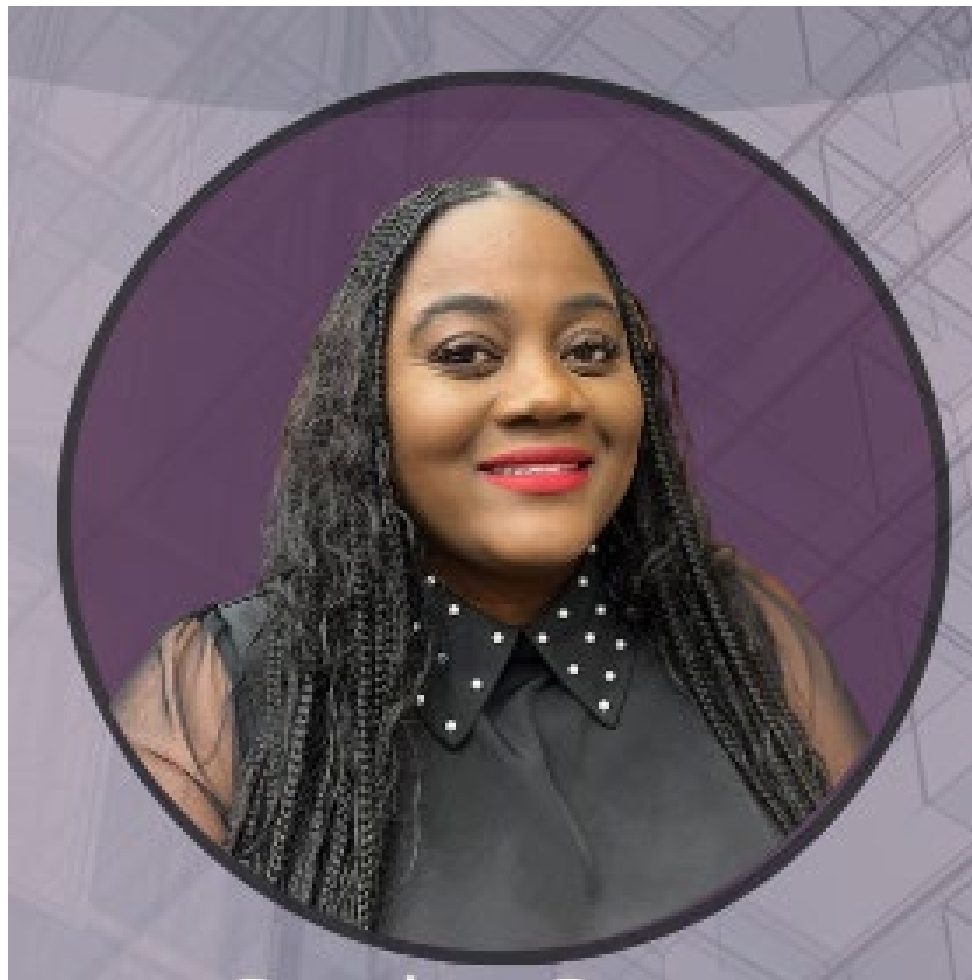
Hosted by Dr. Dana LeBherz

May 14, 2025 | 2 pm



STATECIVILSERVICE





Candes Carter

Candes is a trusted advisor with over 15 years of experience, known for turning growth aspirations into sustainable, results-driven partnerships. She excels in strategy development, cross-functional team coordination, and uncovering opportunities for continued success. As a committed change agent, Candes, aligns business objectives with inclusion, mentorship, and cultural capacity-building, always upholding the values of trustworthiness, commitment, and excellence.

Principle Consultant
& SCS Commissioner
The Carter Experience



Erin Day

Erin Day is a Deputy Director for the Civil Division at the Louisiana Attorney General's Office, where she oversees public finance matters, governmental training, and personnel issues within the Division. She holds both a bachelor's degree in Accounting and a Juris Doctor from Louisiana State University (LSU).

Deputy Director,
Civil Division

*Office of Attorney
General Liz Murrill*

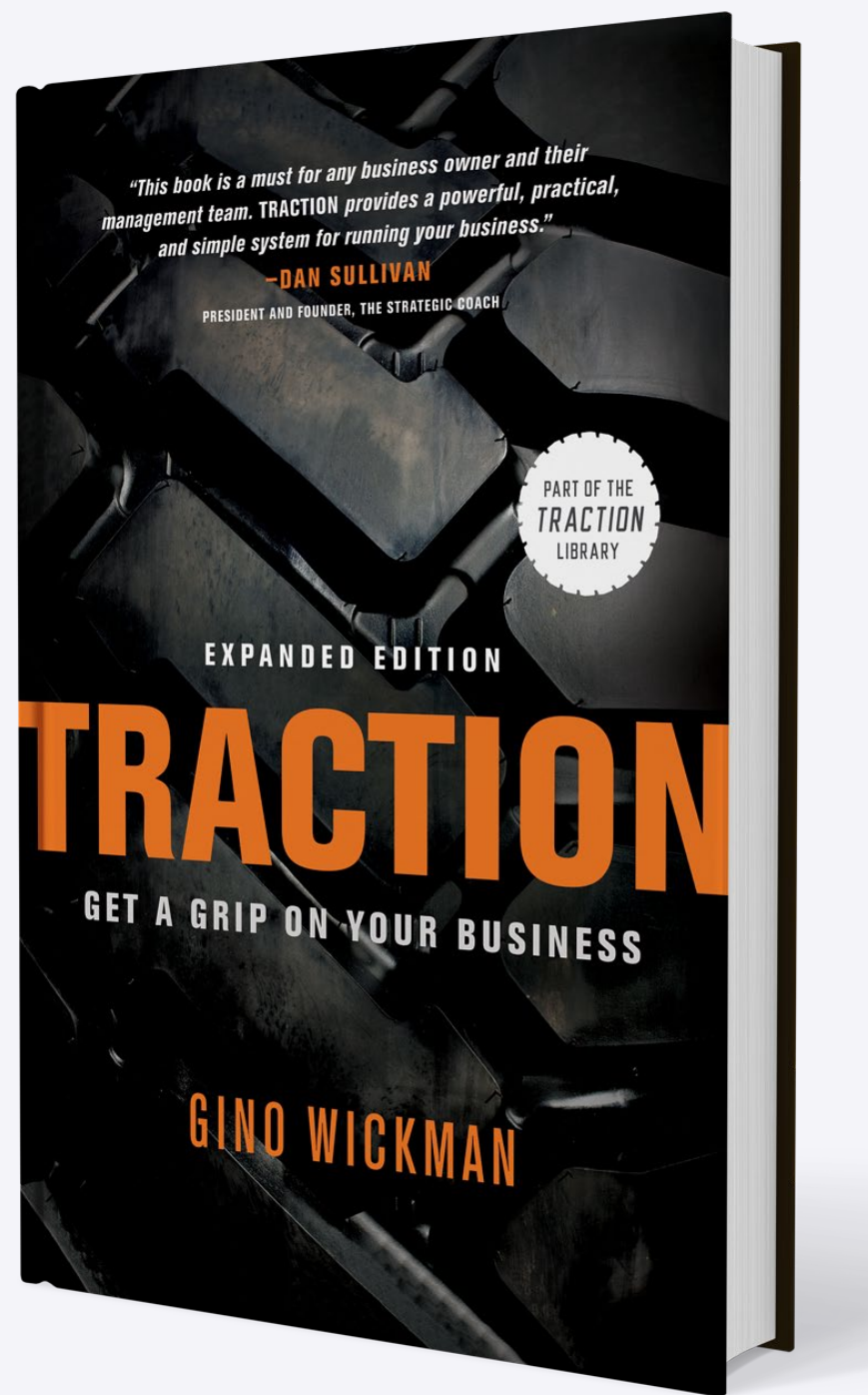


Michael Love

Michael Love specializes in transitioning organizations into vibrant, confident, skilled, and compassionate cultures—where service above self is both emphasized and rewarded. Through research-based theory, targeted analysis, and collaborative consultation, he helps organizations build high-performing teams that meet operational goals while delivering results with empathy, professionalism, and a steadfast commitment to public trust. His mission-aligned approach consistently elevates both people and performance.

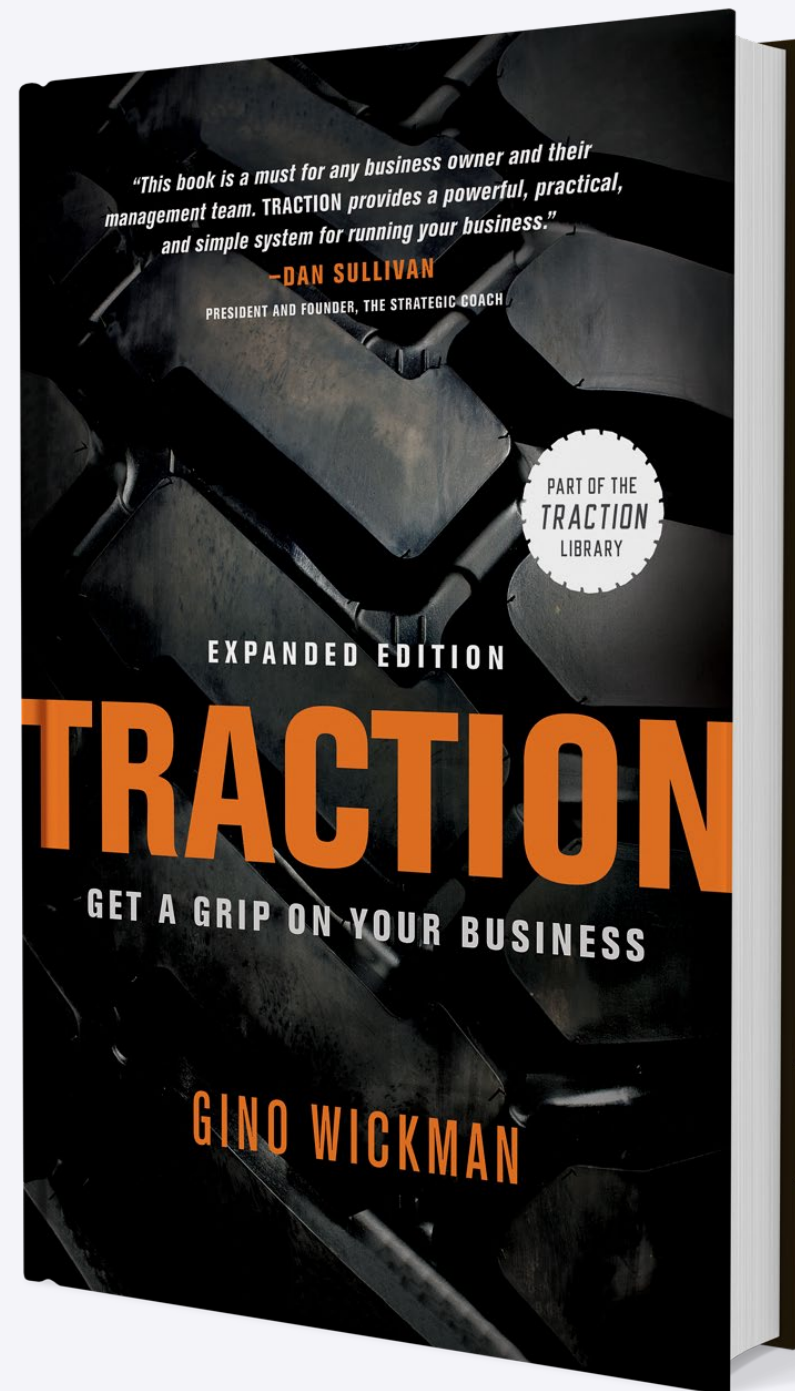
Training and Development
Program Manager

*Department of Children
and Family Services*



Traction By Gino Wickman

The EOS Model

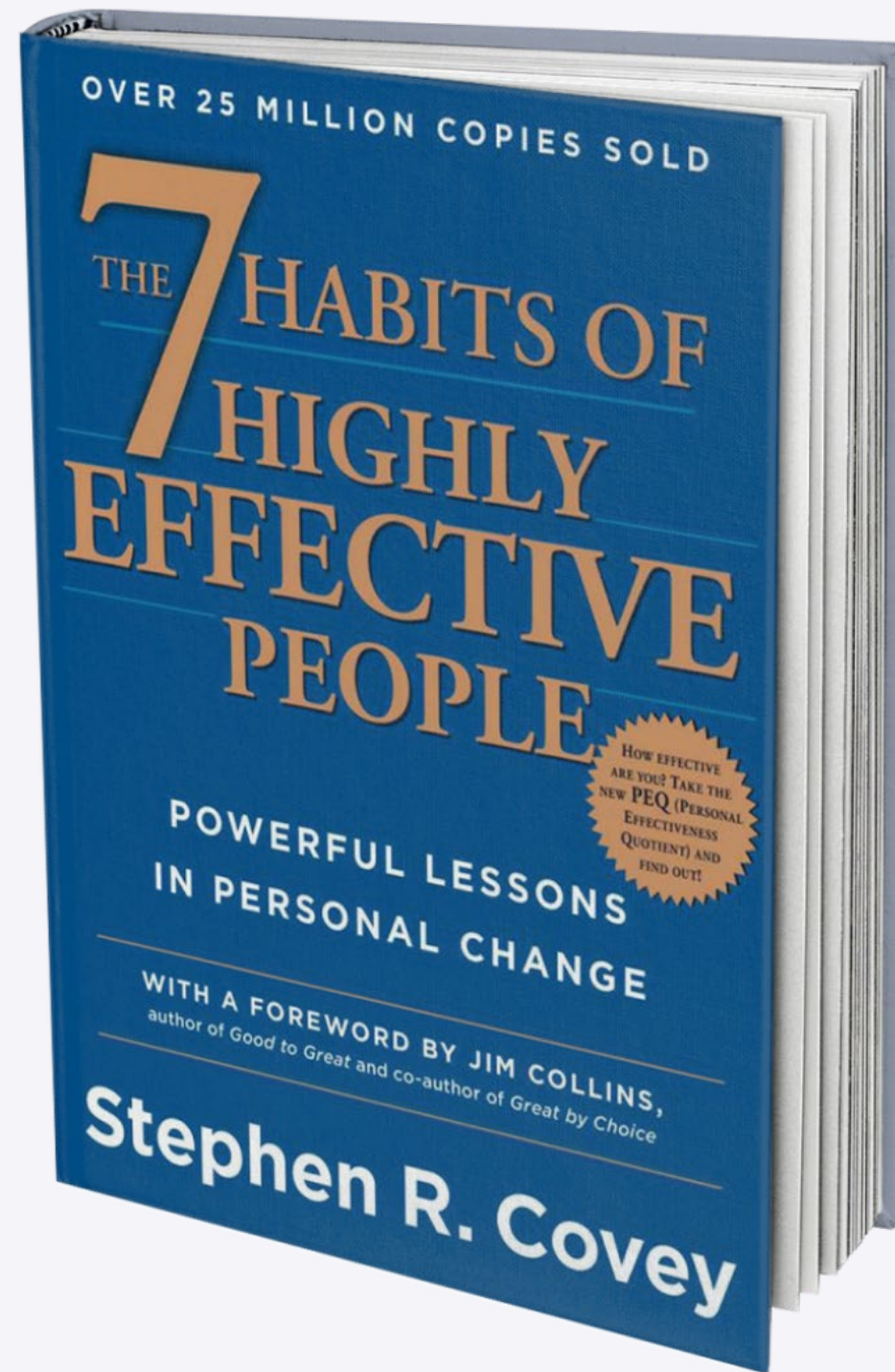


Proven Tools. Real Results. A Thriving Community.

EOS, the Entrepreneurial Operating System, is a complete set of real-world tools that help entrepreneurs get what they want from their business. It's not theory. It's not fluff. It's a proven system that strengthens the Six Key Components of any business.

[Explore the EOS Model →](#)

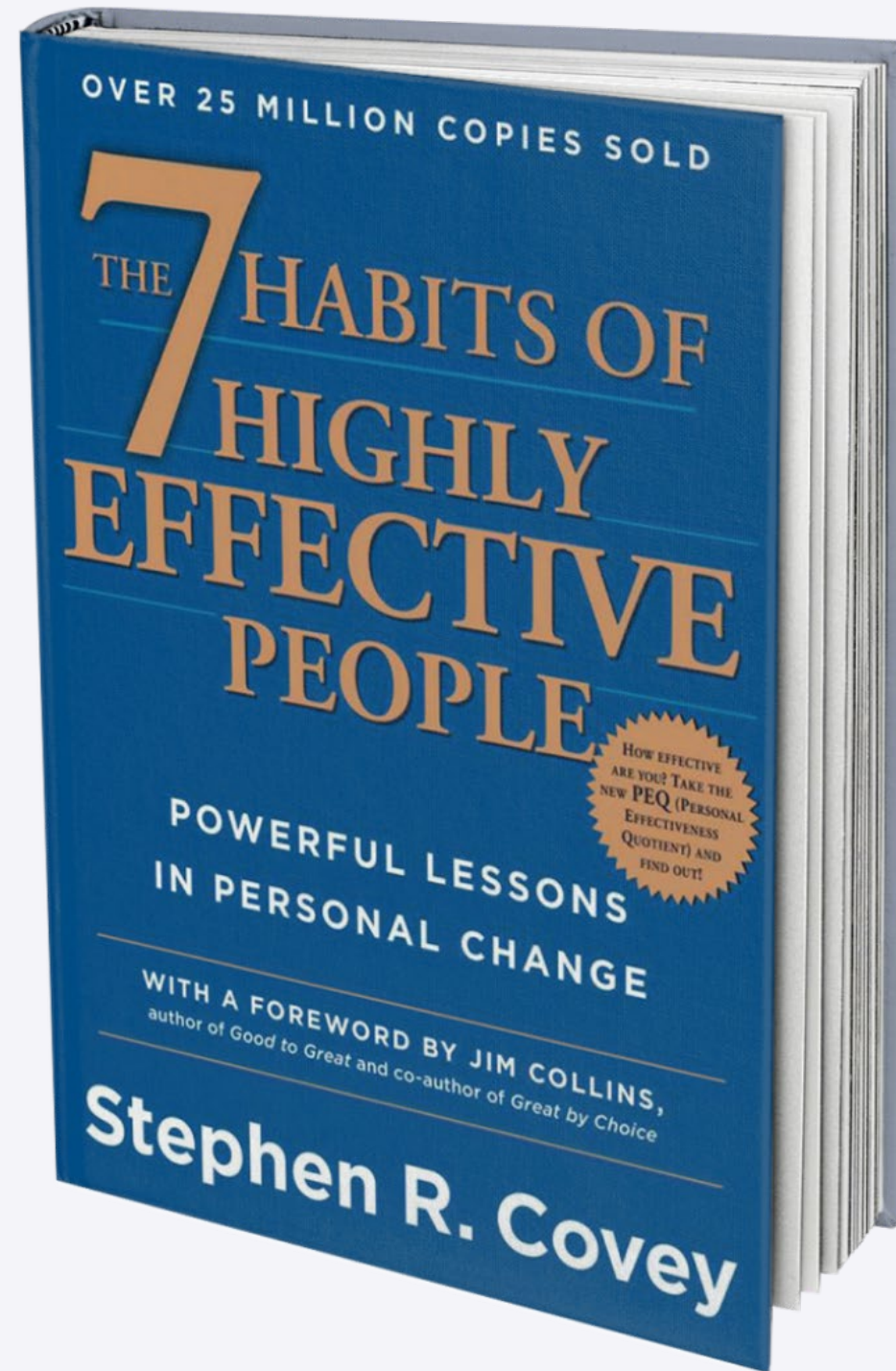
<https://www.eosworldwide.com/eos-model>



The 7 Habits of Highly Effective People by Stephen R. Covey

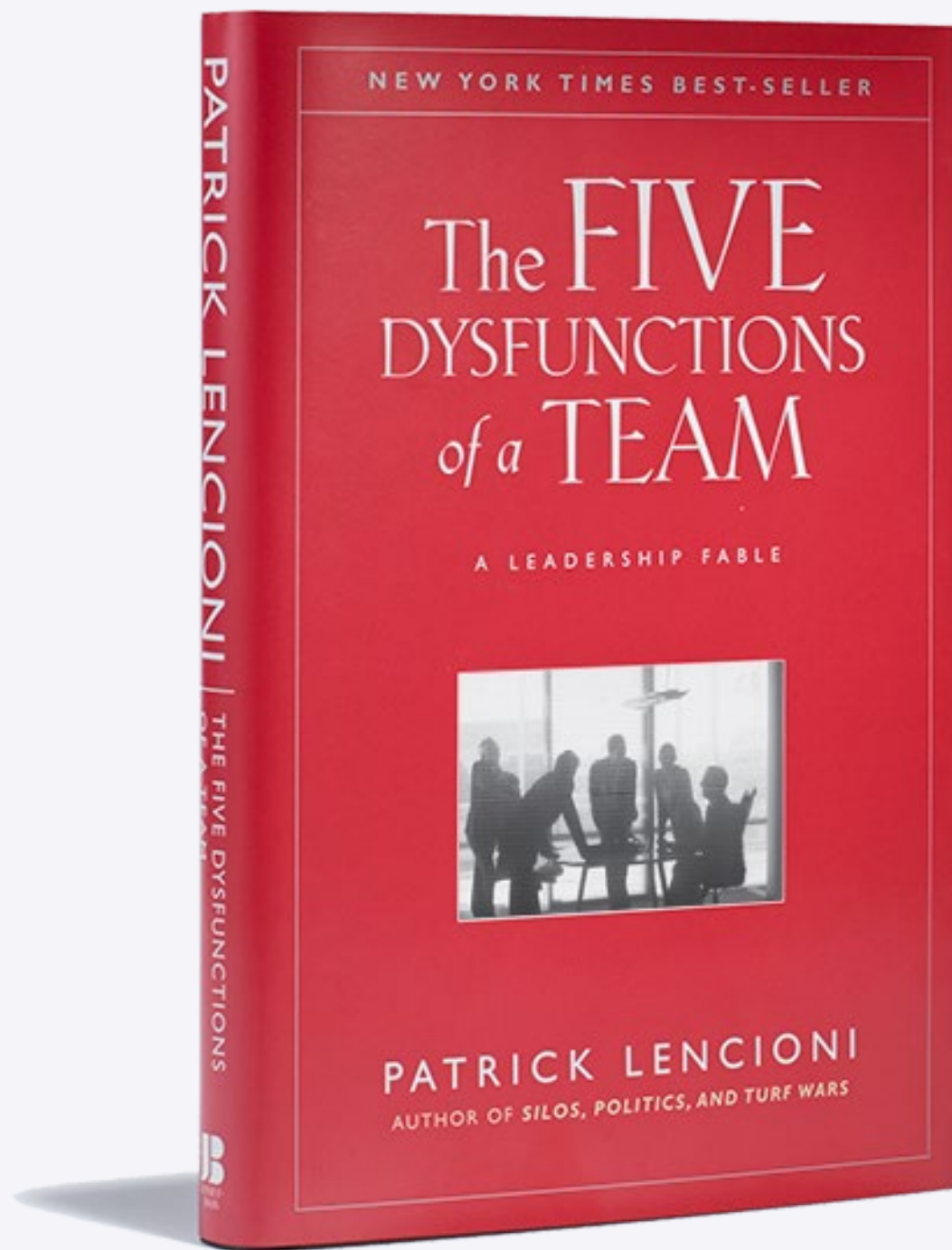


7 Habits - Covey

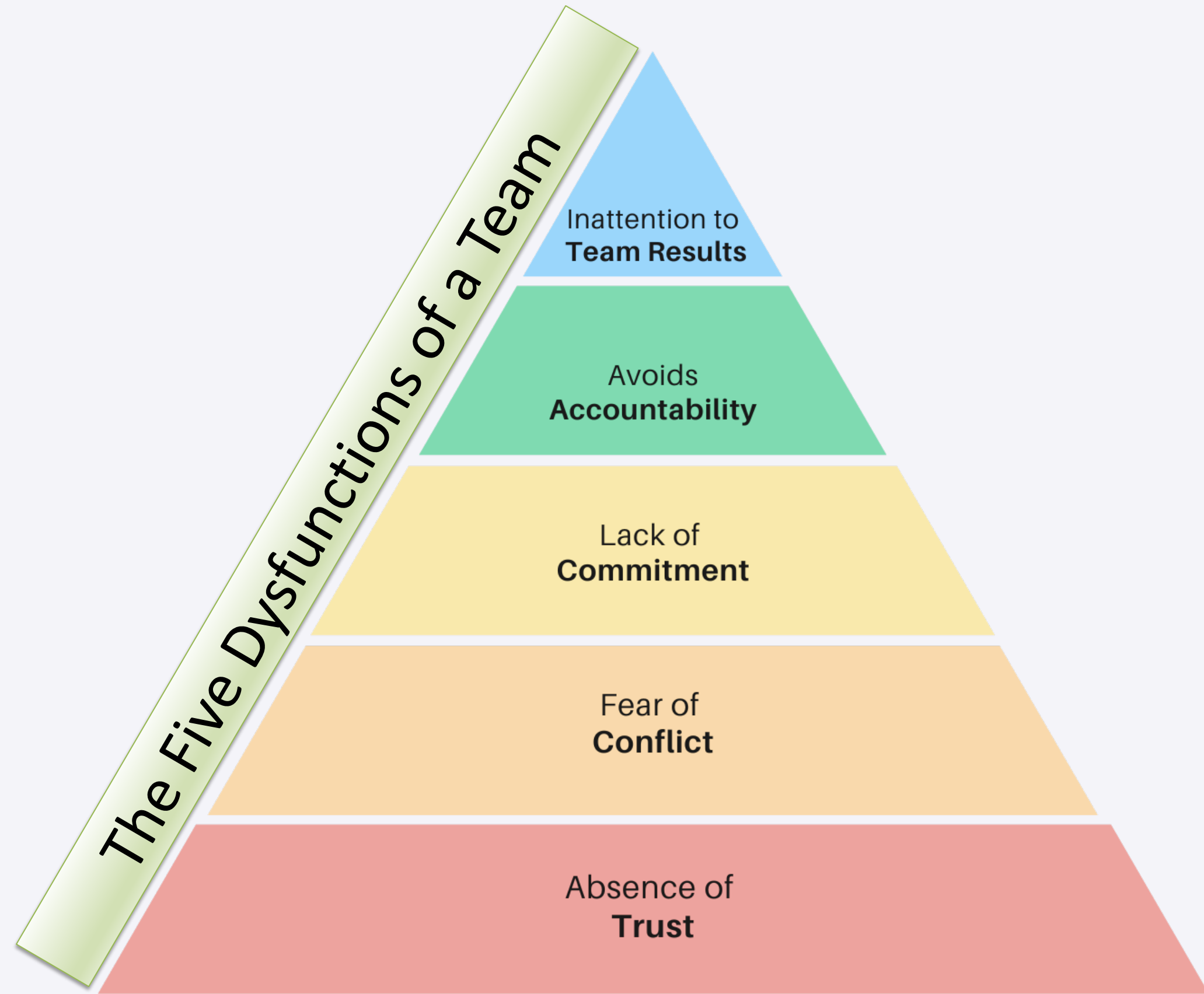
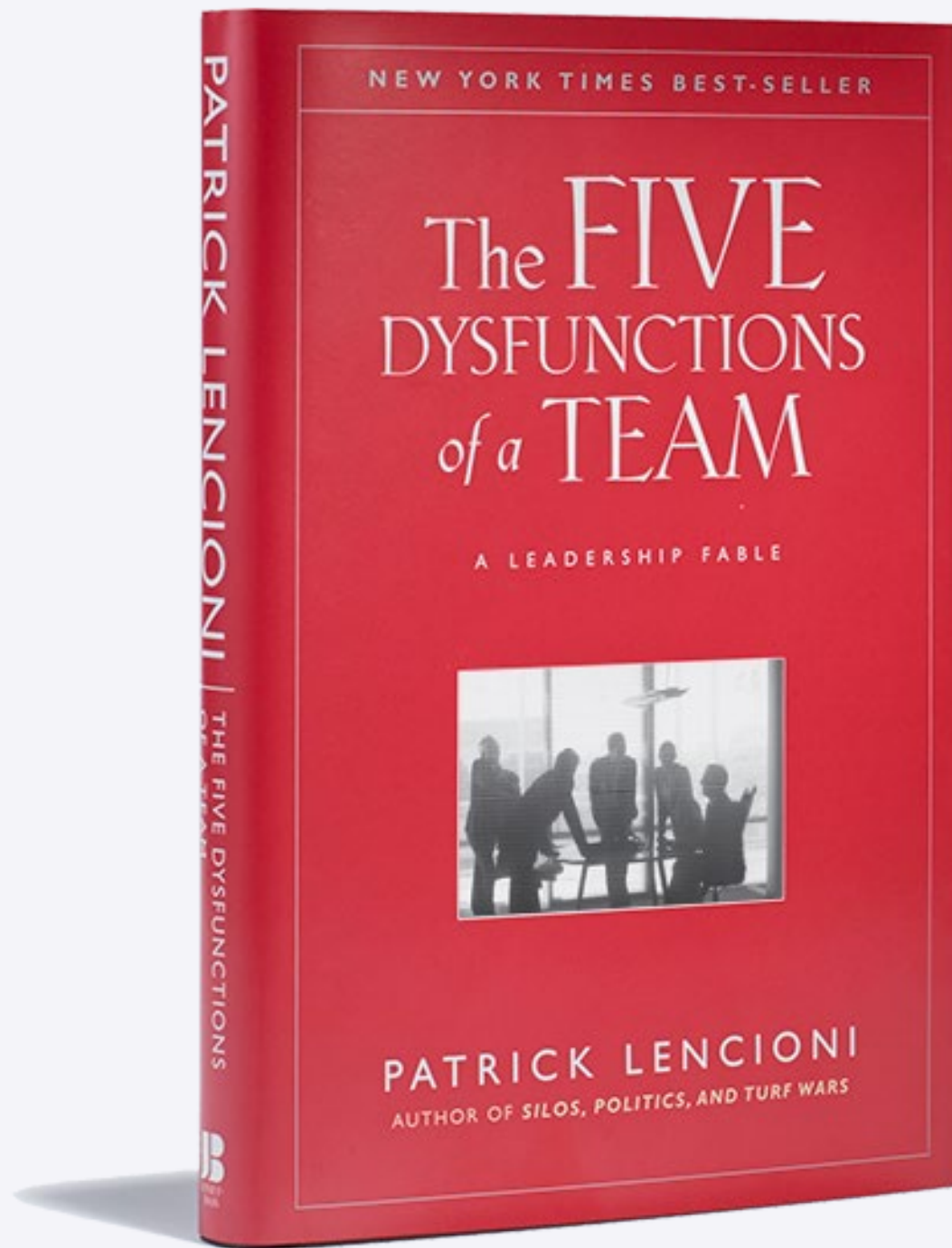


The 7 Habits Snapshot

1. Be Proactive
2. Begin with the End in Mind
3. Put First Things First
4. Think Win-Win
5. Seek First to Understand, Then to be Understood
6. Synergize
7. Sharpen the Saw



The Five Dysfunctions of a Team By Patrick Lencioni





Five Dysfunctions of a Team

Leads to:

Inattention
to **Team
Results**

- Focus on individual goals
- Easily distracted
- Loss of achievement oriented employees

Avoids
Accountability

- Low standards
- Encourages mediocrity
- Creates resentment
- Missed deadlines

Lack of
Commitment

- Failure to buy in to decisions
- Ambiguity among team about direction and priorities
- Encourages second guessing
- Revisit discussions and decisions again and again

Fear of
Conflict

- Time wasted on interpersonal risk management (office politics)
- Artificial Harmony
- Lack of Debate

Absence of
Trust

- Invulnerability
- Conceal mistakes
- Hold grudges
- Afraid to ask for help
- Low Morale

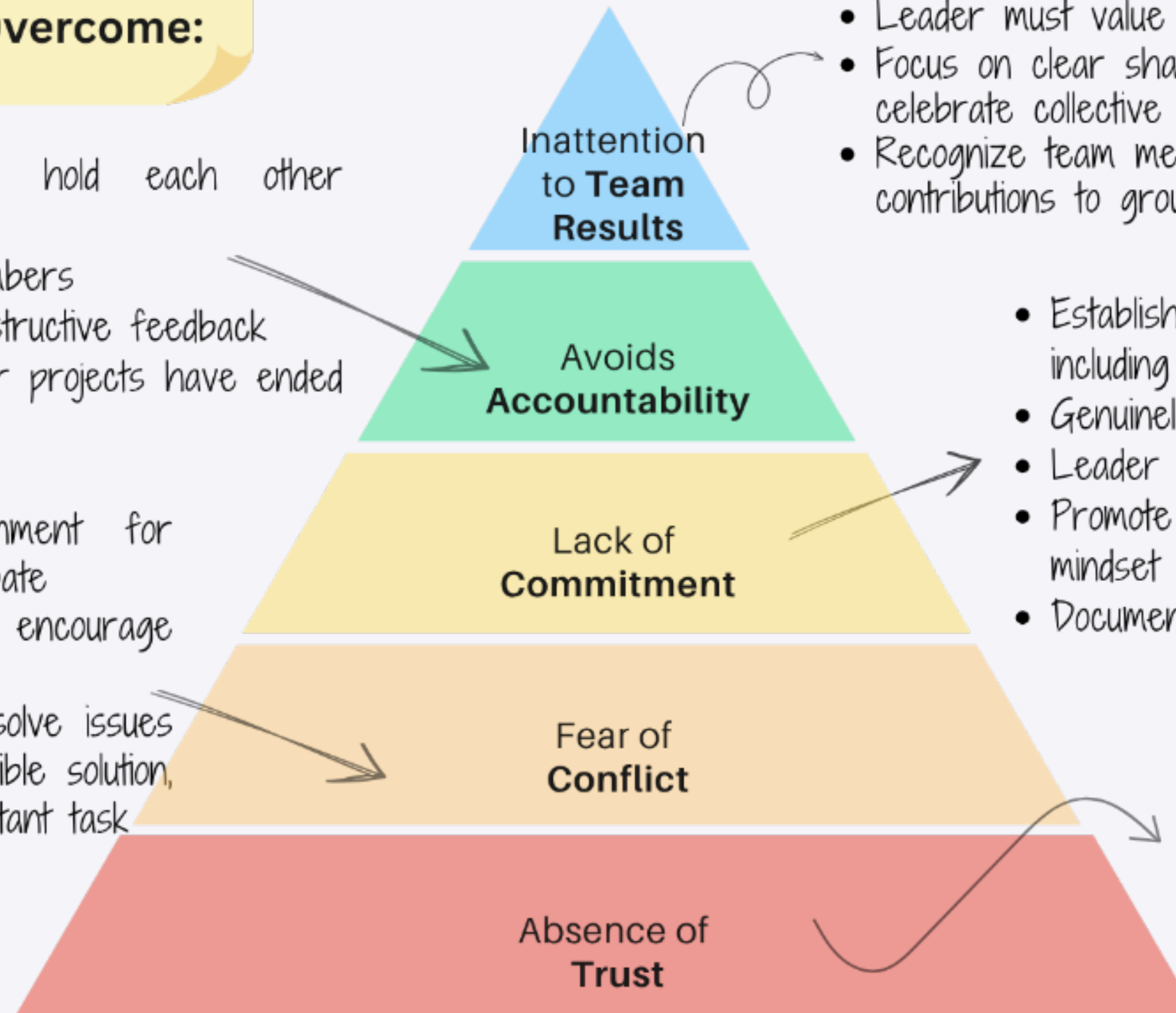


Five Dysfunctions of a Team

How to Overcome:

- Managers and peers hold each other accountable
- Check-in with team members
- Foster a culture of constructive feedback
- Conduct debriefings after projects have ended

- Create a safe environment for healthy and productive debate
- Leader must model and encourage conflict
- Goal is to discuss and resolve issues quickly, reaching best possible solution, and then tackle next important task

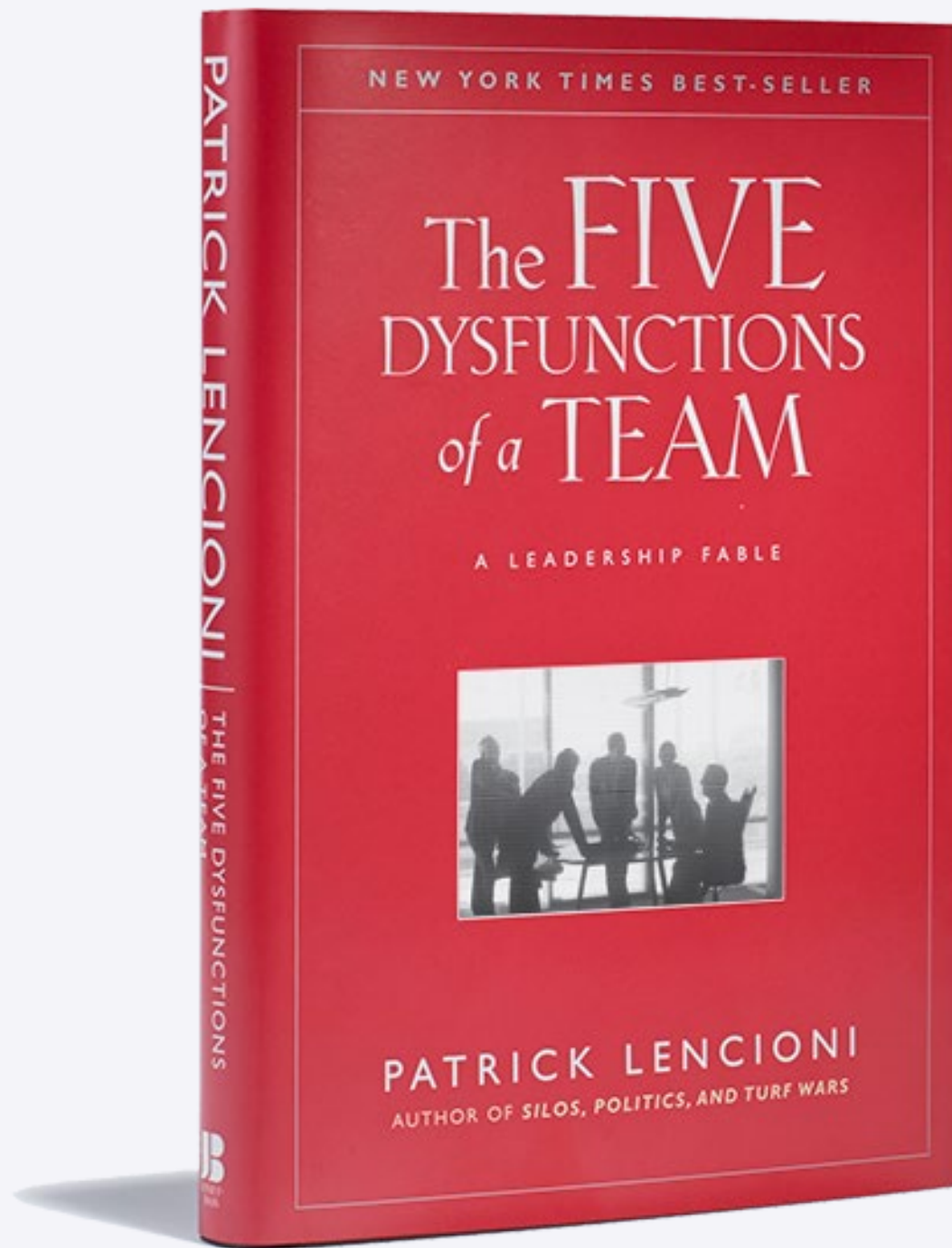


- Leader must value results
- Focus on clear shared outcomes and celebrate collective wins
- Recognize team members who make real contributions to group goals

- Establish clear goals and deadlines, including intermediate and final
- Genuinely consider team's ideas
- Leader may have to make a final call
- Promote a "disagree and commit" mindset
- Document and review key decisions

- Be open and present
- Build relationships
- Admit mistakes

Keep Learning: Watch, Listen, Read



SuccessFactors Courses:

- Becoming Trustworthy
- Building Trust
- Secrets of Highly Successful Groups
- Collaboration

Podcasts:

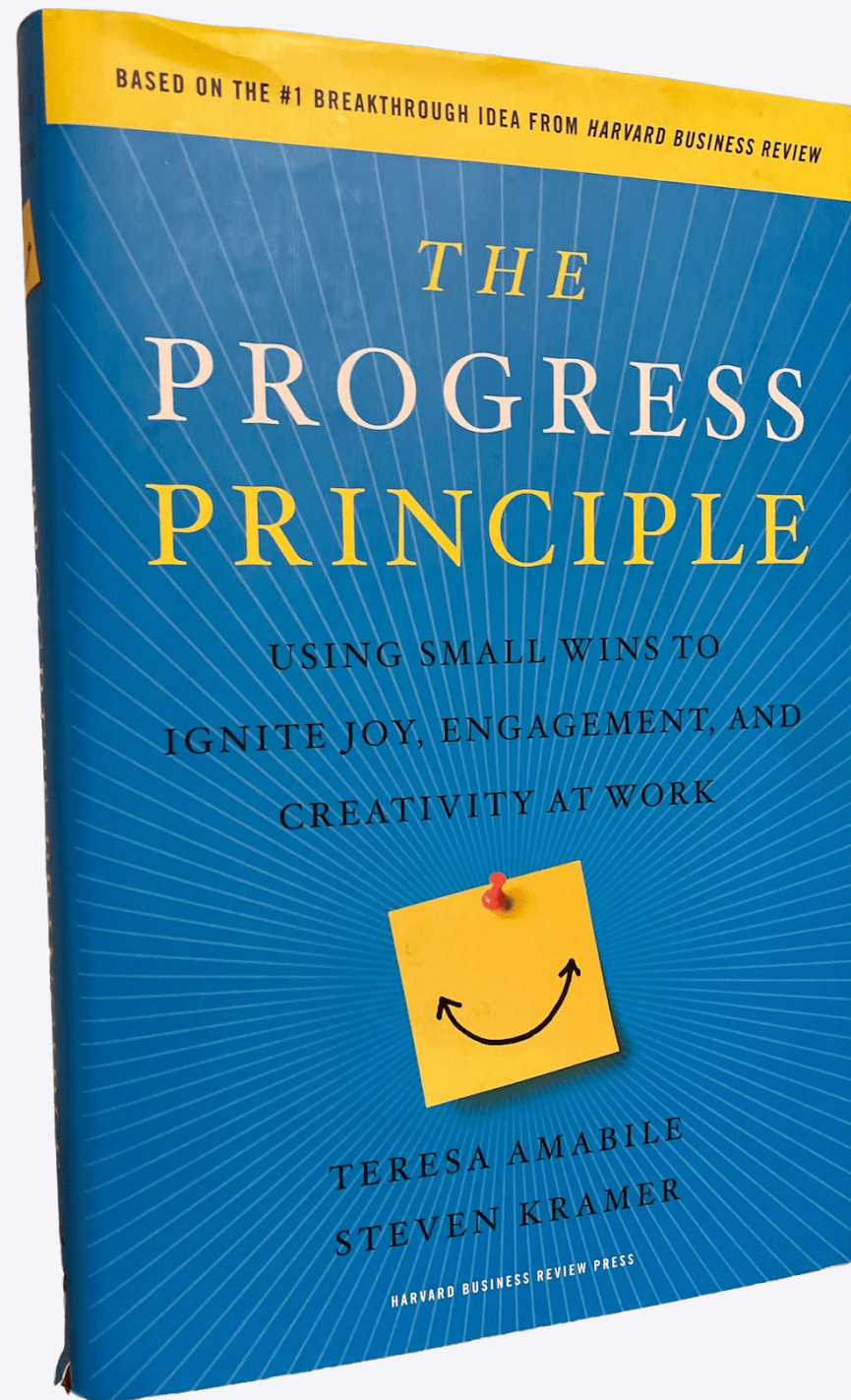
- At the Table with Patrick Lencioni
- Work Life with Adam Grant

Books:

- The Thin Book of Trust: An Essential Primer for Building Trust at Work
 - Charles Feltman and Sue Annis Hammond
- The Ideal Team Player
 - Patrick Lencioni
- Dare to Lead
 - Brené Brown
- Leaders Eat Last: Why Some Teams Pull Together and Others Don't
 - Simon Sinek



The Power of Progress

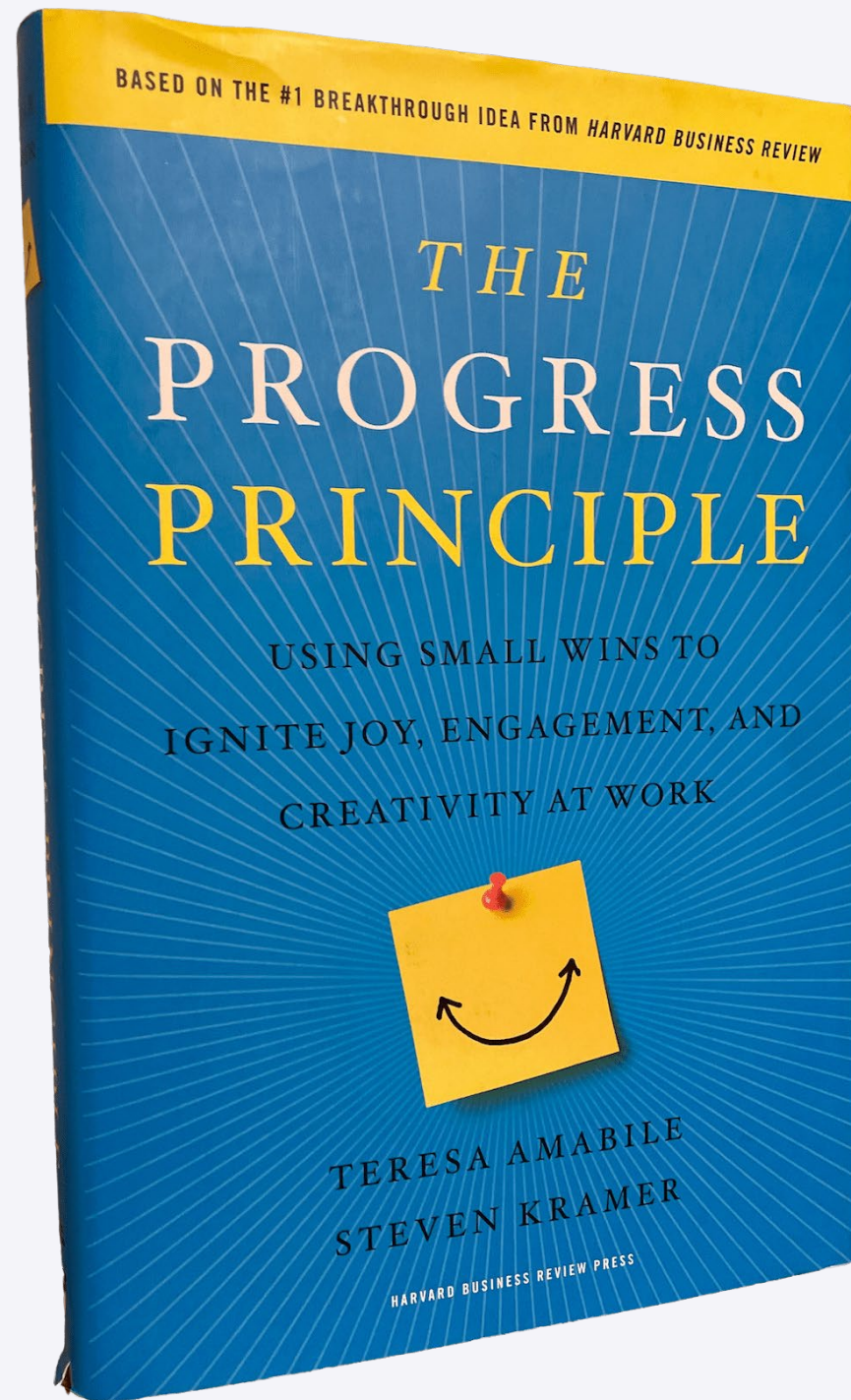


“Making progress in meaningful work is the most powerful motivator at work.”
— Amabile & Kramer

Why It Matters

- Progress improves motivation, performance, and emotional well-being
- Even small wins increase engagement and persistence
- Setbacks or lack of progress are major drivers of disengagement

What Drives (or Blocks) Progress



Catalysts (support the work):

- Clear goals
- Autonomy
- Resources
- Learning opportunities

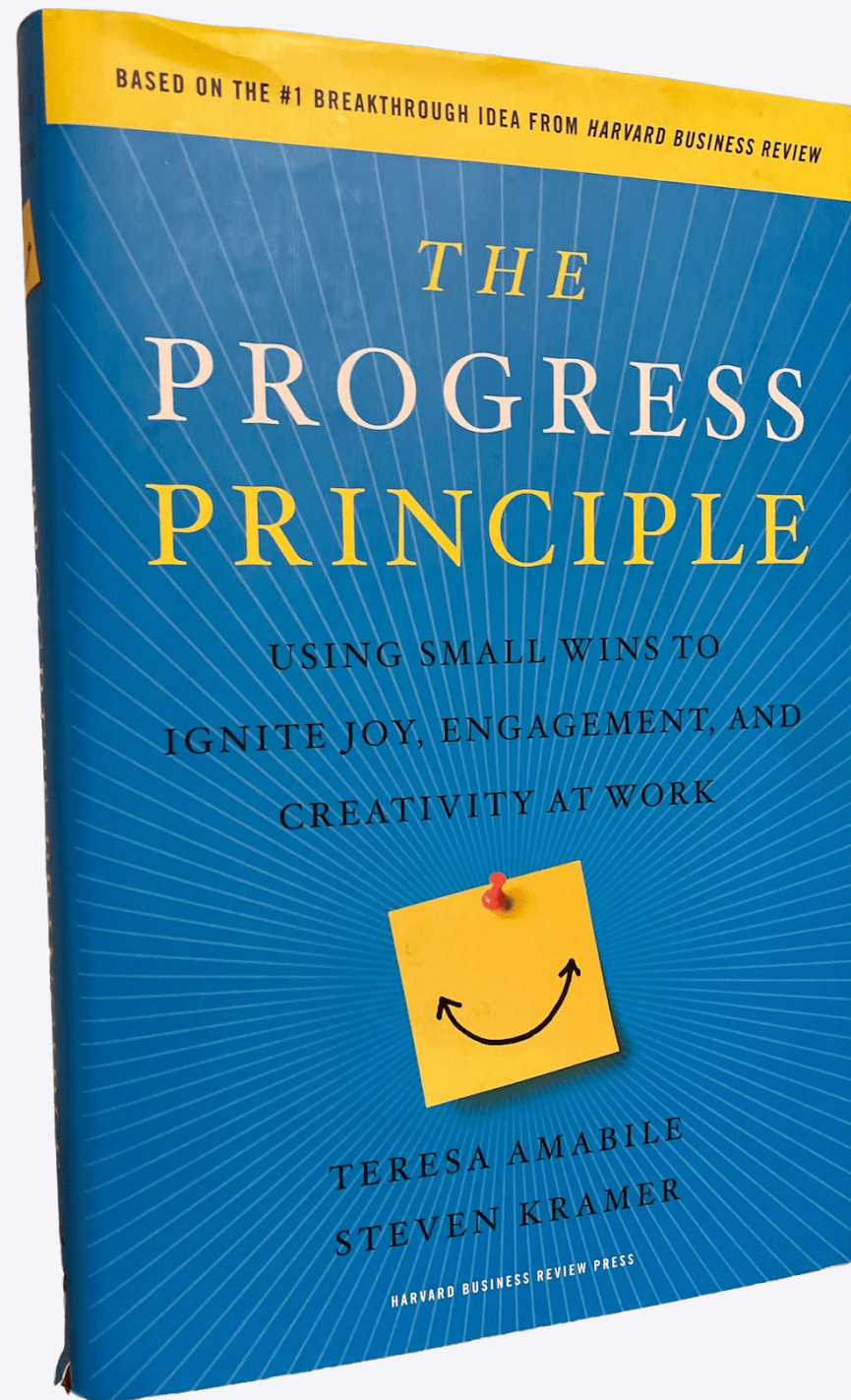
Nourishers (support the person):

- Recognition
- Encouragement
- Respect

Toxins:

- Micromanagement
- Unclear priorities
- Lack of feedback or support

Applying the Progress Principle



In Workforce Development Programs:

- Celebrate small wins (certifications, milestones, skill gains)
- Break goals into visible, meaningful steps
- Regular check-ins to highlight progress
- Be intentional about removing blockers and recognizing effort

Call to Action:

What's one thing you can do this week to help someone see their progress?

SCS CPTP

LEADERSHIP



Next Virtual Event

Leading in a Merit System

Featuring SCS Director Byron P. Decoteau, Jr.
and SCS General Council Sherri Gregoire

Hosted By Dr. Dana LeBherz

June 11, 2025 | 2 pm



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