

Handout 2-1

Professional Development and Keys to Success

1. Take a college class on civics or politics.
 2. Search/Read books and share them with your peers.
 3. Find a mentor you can regularly talk to that you trust.
 4. Attend your board or council meetings regularly.
 5. Join a local civic organization or business group.
 6. Have your department join the Chamber of Commerce or Business Roundtable.
 7. Establish a mission and value statement for your department.
 8. Seek better and smarter ways to do things.
 9. Always do what you promised to do.
 10. Talk the Talk and Walk the Walk in everything you do.
 11. Maintain your credibility at all times. If it feels bad, it probably is.
 12. Support positive change in your organization.
 13. Stop making excuses for yourself and others.
 14. Identify your strong areas/talents and make the most of them.
 15. Always try to make your best impression through your words and actions.
 16. Read books, magazines, and online articles outside the emergency services.
 17. Have a written plan for your department's future.
 18. Seek solutions that work and meet your mission statement and values.
 19. Ask the key questions about the issue.
 20. Be aware of your budget status at all times.
 21. Stay in touch with your local politics first and State second.
-

22. Dress and act the part of the chief or head of the agency.
 23. Watch out for the little things; they can hurt the most.
 24. First you must survive--for your department and your family.
 25. Your customers are correct.
 26. Trust the information you receive but verify and validate it.
 27. Take calculated risks but understand the risks.
 28. Stay in touch with reality at all times.
 29. Consider the impact on your staff when making decisions.
 30. Listen to the advice of your peers and staff.
 31. Learn to delegate effectively.
 32. Always have your business card with you at all times.
 33. Know and understand the priorities of your board or council members.
 34. Know and understand the priorities of your manager or agency head.
 35. Know and understand your own personal values.
 36. Know when and how to say no when no is the right choice.
 37. Identify how to relieve your personal stress.
 38. Respect everyone's personal beliefs.
 39. Watch one TED.com (Technology, Entertainment & Design) session each month.
 40. Keep your faith, family, and work in perspective....and in the right order.
 41. Remember you will make mistakes. Get over it and move on with life.
 42. Avoid "make work" projects just to look busy.
 43. Measure outcome rather than outputs.
 44. It's your "ship," your "watch" so take responsibility.
-

45. Give credit to the people who did the work.
46. Believe in others.
47. Choose healthy options in all parts of your life.
48. Use your values as a steering wheel rather than as a spare tire.
49. Know what are you committed to and what your passion is.
50. Identify how to relieve your personal stress.
51. Smile.