STEVE O'DORISIC

7403 Race Street, Denver, CO 80229 - <u>steve@steveodorisio.com</u> - 720-333-1117

TOP 20 TIPS & LESSONS LEARNED

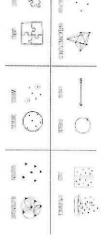
- Build relationships before you need them. (Bank Balance Networking)
- 4 C C C L C C L _EAP into decisions. (legal, ethical, alignment, public)
 - Practice Grit, Grace, and Gratitude.
 - Balance doesn't always mean fair.
 - Don't adopt other people's enemies
 - _ogic is not persuasive in politics.
- People don't always remember what you do or say, but almost always remember how you made them feel.
- Steadfast in values, flexible in application and analysis.
- When the people lead, leaders tollow.
- 10 Transparency, data, and facts help.
- Process is substantive.
- Treat people who are not in the room, as if they are in the room
- Focus more on how you see, than how you look
- Bring your own weather.
- 15.12. People don't care how much know, until they know how much you care.
- Today's problems = Yesterday's solutions..
- 17 Both-and VS. Either-or
- Luck improves with hard work.
- Leadership doesn't require a title
- Discover solutions based on interests VS. Make deals based on bargaining

APPROACHES & METHODS

- Sunstein The Nudge, Richard Thaler and Cass
- 7 Habits of Highly Effective People Stephen Covey
- Don't Think of an Elephant, George
- William Ury Getting to Yes, Roger Fisher and
- What Got You Here, Won't Get You There, Marshall Goldsmith
- Start with Why, Simon Sines
- How to Win Friends..., Dale Carnegie
- Checklists, Habits, Routines, and Rituals (see many)
- EQ over IQ
- Clifton, Seth Godin, John C. Maxwell, Daniel Pink, Bill George, Daniel and more Kahneman, Daniel Goleman, Don Others - Patrick Lencioni, Jim Collins,

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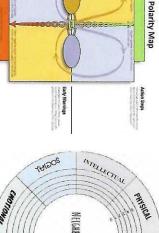
TOOLS & TECHNIQUES

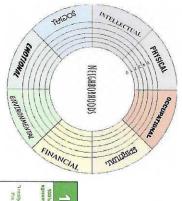


SWOT ANALYSIS









		PROMISE TO THE PUBLIC	PERIO PARTICIPATION SOAL			public public public	A
	5	We will lace you informed	To provide the public widt deserved and colocine externalism to acquisit been in sendor standing the problem, otherwises, ander standing the opportunities and/or solicities.	INFORM	BICHEADRO BRACT CAN THE SHOWER	WP2's Spectrum of Public P public's role in any public pa plans acturing the world.	2 Spectrun
		We will keep you minormed, listen to and accremingly concerns and aspirations, and provide features on how public tryat in historical that decision.	To octain public feedback on analysis, alternatives analysis decisions.	CONSULT	Industry des	Integation was chagge attegation process. The	IAP2 Spectrum of Public Participation
1		We will work well you to ensure that your concerns and aspirations are states you referred in the alternature of the control of the public input influenced the decision.	To work diswelly with the sucket throughout the process is not one that public concess and appraisons are consistently audientational and considered.	MADEAE		d to essist with the sele Spectrum is used starr	articipation
		We will look to you for advice and increasion on terminating schalars and monopretty your advice and terminating to the recommentations into the obstances to the recommentations into the obstances to the production experimentations.	To partner with the public in each aspect of the oscillan including the deviation including the disressionent of distributions and the standardization of the preferred solution.	COLLABORATE		PAYS Special of PLASA Perception was chapted to easily with the selection of the ting of principals in the defined the pulsars with in the pLASA perception process. The Special is used resonanced, and it is build in publication process. The Special is a series of the series and the selection of the series and the serie	
	O AND INCOME AND	We will implement what you decide.	To place final decision making in the hands of the hands of the hands of the puells.	EMPOWER		opaion that defines in public purificiation	lab

	100% in agreement!	Ti readily like that
2	Agreement, w/ miner point of contention	"It's not partect but it's good erough."
60	Support with	"Toping
4	Abstain	"This issue doesn't impact me."
ហ	More discussion needed.	"I don't understand this well enough yet."
တ	Don't like, but will support.	"It's not great but I don't want to hold up the group."
7	Serious disagreement	It's not great, "Tam NOT on "t block tris- but I don"t boord. Do not we need to want to hold count on my start over," you hold support"
œ	Veto	"I block this we need to start over."