

## *What is the top advice you would offer for a newly elected official to serve their community successfully?*



Mayor Carson Ross

"Never forget why you are there in the first place and it's very simple ... to serve the people that elected you and the city as a whole. You have to be committed to put in the time and make tough decisions which sometimes might not please some people."

*~Mayor Carson Ross, Blue Springs*

"Own your position and the authority/responsibilities it entails. Always conduct yourself with civility and be responsive to constituents and staff.

Never hesitate to ask questions to understand the technical, budgetary, logistical, legal and popular perspectives on various topics.

Communication is key to good governance. Provide for full transparency and

citizen input via multiple media platforms regarding

proposed changes to existing codes/programs. Good governance relies on broad citizen engagement to advance the common welfare and achieve shared goals.

Focus on local issues, but also work with regional and state officials for the general betterment of our citizens, communities, economies and the environment."

*~Deputy Mayor Nancy Luetzow, Kirkwood*



Deputy Mayor Nancy Luetzow

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Mayor Luge Hardman

"Always answer the phone or email. People want to be heard. Even if the answer is not what they want to hear, they have been listened to and that is important to them. Communication is paramount in local government. Be open to suggestions and give their ideas some thought. Do not dismiss them out of hand.

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I wish I had known how invested I would become in the welfare of the citizens. Sometimes I feel like the mother of 6,000 people. It took me some time to realize that whether you are a council member or the mayor, you hold an important position in your community and people rely on you for a decision or a response. Be that person they respect, no matter the reply you give."

~Mayor Luge Hardman, Waynesville

"Grow yourself as a leader by reading books from great leaders. My favorites, that are by John Maxwell, include:

- The 21 Irrefutable Laws of Leadership.
- Everyone Communicates, Few Connect: What the Most Effective People Do Differently
- Developing The Leader Within You
- Attitude 101: What Every Leader Needs to Know

Also, BELIEVE IT when someone says you cannot make everyone happy and you cannot solve every problem no matter how hard you try. Do the best you can; stay true to your principles and convictions; don't take things personally; and keep smiling."



Mayor Debra Hickey

~Mayor Debra Hickey, Battlefield