

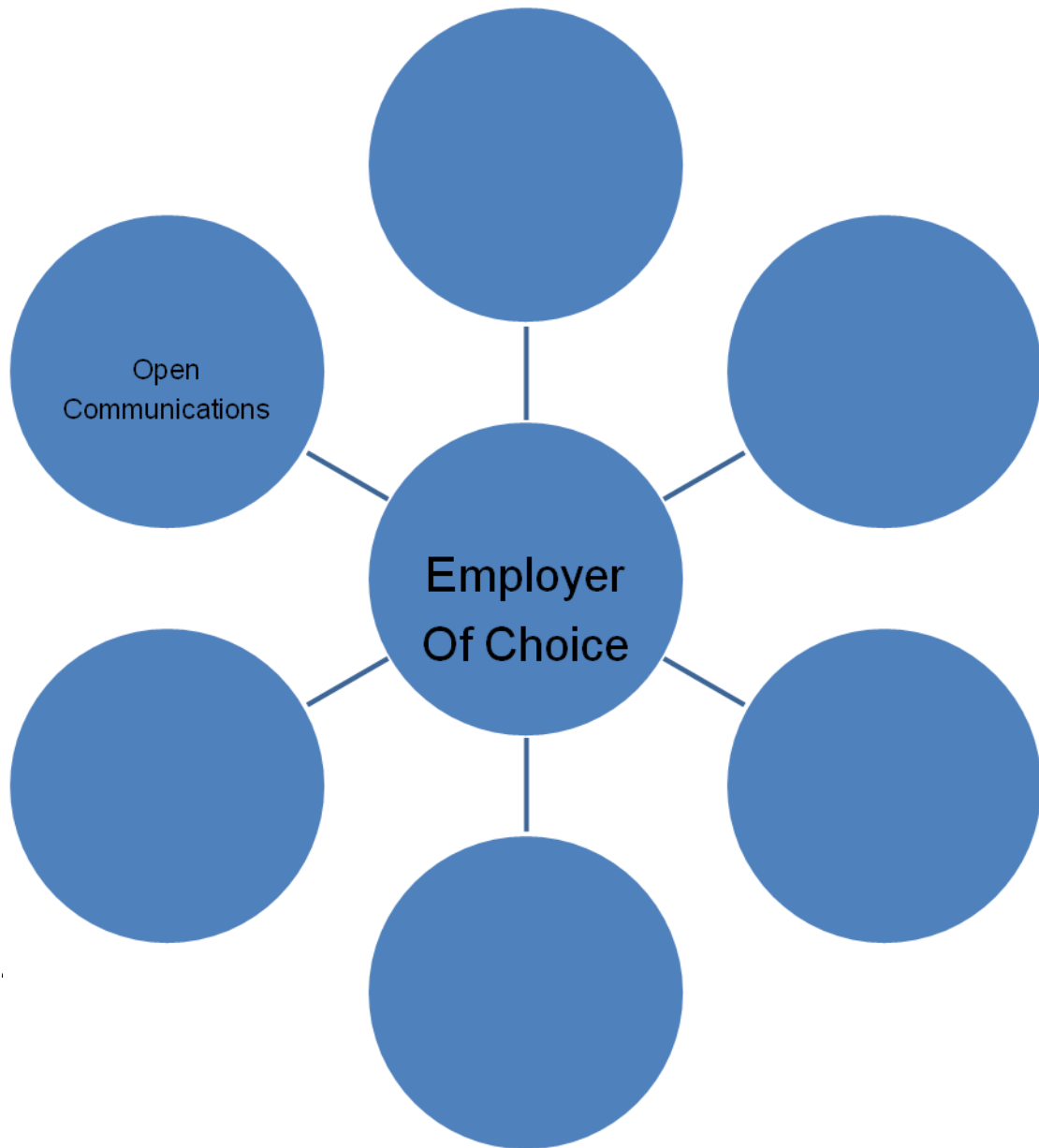


City Manager's Weekly Update for May 11, 2012

Making the World a Better Place, One Contact At A Time. I want to thank all of the staff at the Louisville Police Department, from the officers on the line to Chief Goodman, for making the world—at least that part of it within their jurisdiction—a better place. In the past few months I have received dozens of communications noting numerous times that they made a positive difference in people's lives. Whether it was responding compassionately to the frightened call of an elderly person who thought there was an intruder in her home; providing friendly help in dealing with the challenges of identity theft; handling with compassion, insight, and delicacy the responsibility of notifying a young adult of the death of a close friend; or conducting all traffic stops with such professionalism, courtesy and respect that virtually every person remembers the positive demeanor of the officer (instead of the negative consequences of their violation); each interaction left those involved feeling some measure of gratitude. Thank you Louisville PD! One word of warning for everyone who may have auto maintenance challenges: don't drive with a headlight out; after being stopped by Louisville PD staff, one gentleman was also stopped on his way home by Lafayette and Longmont PD...teamwork means you can run, but you cannot hide! ☺

Employer of Choice? In response to my update last week, five people sent me comments on what it means to be an employer of choice. Thank you! That's an example of one aspect that seems key to being an employer of choice: Open Communication. It takes many forms. I would define open communication this way: "An environment in which all employees feel comfortable sharing their perspective and everyone in the organization actively listens to those perspectives and uses the information shared to make good things happen." With that as the goal, I'd ask you to consider these questions:

1. Do you feel comfortable sharing your perspective with those with whom you work?
2. When you share your perspective about things you like or would like to see change, do you have constructive suggestions on how maintain the good things or what and how to accomplish the change you would like to see?
3. When others share their perspectives with you, do you actively listen?
4. What one thing do you think would improve open communication in this organization?



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