



Leadership Philosophy

Carol Stricklin

Director of Community Development

My leadership philosophy is based upon an understanding of the difference between management and leadership. Good management is important to a well run organization.

enforcement, these activities must still be approached from a perspective of customer service. We need to attempt to solve their problems by providing alternatives and solutions.



“The Department staff are guided by a sense of mission and knowledge of the importance of what we do for the community.”

Leadership demands something more – the ability to be creative, to set direction, and to inspire. Leadership employs vision and imagination to set goals that are drawn from the ideas and aspirations of the community, its leaders, and the employees themselves.

Leadership requires a sense of professional will and resolve to achieve great results. The Community Development Department has an excellent staff that it is my privilege to lead. My resolve and the inspiration to excel is inspired by them and their expectations of what it means to serve the public

The core values that are important to me as a leader are professionalism and customer service. Professionalism describes the attitude that guides our work and defines our relationship to those we serve. The management team and the department employees are empowered to do their jobs. They are well educated, and well trained. The power of the organization lives in the employees. The clients we serve in our community cover a wide spectrum and are very diverse. As public servants, we have a duty to those we serve, to understand their needs and to treat them with respect. As professionals, we adhere to a set of values and ethical standards as we engage in public service. We are professional in our relationship to our clients, the community, and to each other.

Over the course of my career I have experienced, and been transformed by, the customer service revolution in government. Customer service is a core value that I communicate to my employees. We must be customer focused and strive to understand their needs and to provide our services according to those needs. Although our services include regulation and

I believe in public service. I have spent my career working in local government because it has meaning and lasting value. The Community Development Department provides a wide variety of services related to the physical development of the community. The Department staff are guided by a sense of mission and knowledge of the importance of what we do for the community. My leadership philosophy is based upon this sense of mission.

The organization, and the city itself, is a dynamic entity that changes constantly. In order to lead, it is necessary to understand and master change. Leadership involves being able to harness the power of change and motivate those around you to become change agents. I believe that you have to tell your story - to communicate the message of what you are trying to do as an organization. This is essential for employees to understand the context of what they do, and essential for community support. A mentor once told me that if you do not promote your mission, no one else will.

My career began in urban planning and building community is a core element of my life's work. I believe in the “power of place” to sustain and transform people's lives. The personal traits I use to pursue this goal are a sense of curiosity, a passion for life long learning, and an enduring sense of optimism. I believe strongly in the potential of the City of Largo as a dynamic city that will continue to grow, evolve, and sustain its citizens.