



An Outstanding Leadership Story

A few people discovered they were interested in acknowledging the same person for outstanding leadership recognition. As they began to share the strong sense of support they felt from this individual they wondered if other employees throughout the city felt the same way. It soon became very clear that this individual has demonstrated exemplary leadership by challenging the process, inspiring a shared vision, enabling others to act, modeling the way, and encouraging the heart by letting employees know their efforts are appreciated.

The inspiration and support the city staff has experienced through Nancy Kerry's leadership is expressed in the following comments submitted by employees throughout the city.

"Nancy has made some very tough, courageous decisions, which will put the City back on track to prosperity and sustainability."

"Nancy shows strong leadership by not being afraid to recognize that our employees are good, honest, and hardworking. Previous City leaders tried (and to some degree, succeeded) tearing the employees down to the public. City employees, as a whole, work hard for the community and try their best to do a good job and Nancy has worked consistently to call attention to and recognize this."

"Nancy takes the time to appreciate and support her staff throughout all levels of the organization."

"She remains cheerful and hardworking through redevelopment dissolution ups and downs."

"Nancy encourages and empowers employees to look ahead and take responsibility to generate ideas and participate in the City rather than just do as they are told."

"A focused compassionate leader with good communication without over directing"

"Not afraid to express her point of view. Hard working. Does her homework."

"Even in the face of great challenges and stress, Nancy is relaxed, smiles and laughs, demonstrating her confidence in the organization to find solutions and her desire to make personal connections with the staff."

"Nancy demonstrates excellent internal and external customer service is an excellent role model for all employees. Nancy makes it very clear that excellent customer service is an expectation and she is very quick to recognize, support and thank employees."

"Nancy has a solution oriented leadership style that I appreciate. She seems to want to contribute as much as she is asking city employees to contribute. Nancy demonstrates support and appreciation for the City of South Lake Tahoe, the community and all of the employees of the city. She has my respect and well wishes."

"Nancy is so dedicated to the employees and this community that she works tirelessly 24/7 to make improvements to our town by actively communicating with residents and inspiring others around her."

"Nancy is a pillar of strength and determination. She puts her heart and soul into getting the job done while maintaining her caring attitude to those involved. She truly cares about the city family and the betterment of the SLT community."

"Nancy truly cares about the City organization and its employees. Early on in her tenure as City Manager, Nancy's had to make some tough decisions, but has always handled them in a professional & fair manner."

Nancy your staff wants you to know you are appreciated. You are paving the way for a team of city leaders to continue to move the city in a positive direction.