



QUIZ #3 TEXT REPORT - Develop Others – “It’s My Work – Not My Job”
Kathleen Webb, Acting Director, DMV

Personal: To advance personal growth, skill or awareness:

1. Working with my girls scouts on teambuilding
2. I provide guidance and support to my family and friends.
3. Empowered my children to make decisions with guidance that may impact their future
4. By making sure I own and enjoy what I do. Always tried to have an open mind.
5. Yes, start with my family and set family goals. Both my husband and I support and empower each other to become best at what we are doing. Help each other to balance work and family life. I also involve my daughters and help them to explore themselves, sometime by coaching, and empowering our daughters to achieve our family goals. I make sure I listen to their concerns before I offer help, as sometimes they need guidance and sometime they know what to do just need my dose of motivation. We go for a family walk every day and talk about all the good things we did or someone else did.
6. Work-Life balance
7. Instead of staying at the office longer than I should have, I came home to spend time with my loved ones. Once they had gone to bed and I spent quality time with them I resumed my work.
8. I participated in a backpack drive to assist immigrant from Afghanistan. There are so many simple ways that we can make an impact on our community and help the development of our children.
9. As I traverse through life, many attributes bestowed early on (mostly associated with my military tenure), I reflect on those leaders that trained me in my craft, guided me through professional development, and coached me in difficult times. These attributes have established a foundation that I use to assist others in my life.
10. Developing others is to keep to enhancing everyone's lives. I shared this video with my husband, and kept an open mind to my own growth.
11. My life is an ebb and flow of consciousness of all around me and how to put my "love" (i.e., selfless giving) into service to others. I work a bit more diligently now to create "triggers" in my daily life to boost that focus throughout the day, not just at the start of my day.
12. I have a non-profit that I run and it is focused on development of youth to give them opportunities. So I am always developing within that role.
13. I coach soccer and beyond "giving the tools/skills" for the ladies to succeed on the field, I instill a sense of pride in what they can accomplish as a team and as individuals; I ask them to own team failure to build to team success. I ask them to take ownership of preparing for practices and games. With my daughters at home, I give them freedom to make decisions on how to help the family (i.e. chores) but demonstrate the



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consequences of failing to help or do their part. The results are amazing - they would rather join in early in deciding on chores, etc. because they feel they can make a decision rather than having the chore ultimately dictated to them.

14. My partner is applying to the state and I instructed him and guided him through the application process so he could understand how it works.
15. In my personal life I struggle to find time for me. This is a problem. I have not empowered myself to have the work-life balance I deserve and give to others more often than I refuel my own tank. After my 40 hours with the state I volunteer multiple times a week and tutor online. It’s rare to be finished with “work” before 7:30 PM, so I took the opportunity to have dinner with a dear friend one night this week. I talked with my friend about how much I love my work and encouraged him to find a government job where he could be fulfilled and driven by his passions too.
16. I am more aware now of how others perceive me through these actions. If we do this with sincerity and genuine intention to improve our character and improve the world around us by simply caring and helping it does make a difference. I think this is a good reminder of how we feel and are good when we do well. Reminds me of an Abraham Lincoln quote :)
17. Leading a community group through stages of personal development and maturity.
18. I have a three year old... enough said :)
19. I have a toddler and I feel like I have to develop her everyday so that she's challenged and learning new words, right from wrong, shapes or numbers. In developing her, I have to practice patience which I get better at every day, I have to think outside the box and it's making me a better person
20. In my personal life I try to help people I work with as well and coach them in the life experiences and skills I have obtained over my life. I enjoy helping others while at the same time I find I always learn something new as well.
21. Working on house projects with my wife we have worked to empower each other through a sense of shared ownership of the house and have tasked each other with leading projects and creating timelines of when to complete projects and scheduling for additional resources if we need it.
22. In personal life I am a Pastor and one of my objectives is grow others in Christ as I to grow. This requires sensitivity to where each individual is at and their personal understanding.
23. I've coached, mentored, and guided my kids in overcoming personal challenges and power through one's own fears. My daughter, Lauryn, is shy and never played basketball before. We enrolled her into basketball camp for the first time in her life this week. One kid accidentally threw the ball and missed the basket and hit her instead. The kid apologized but she was crying because she doesn't want to play. I coached and guided,



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told her it was going to be ok. It would be fun so she would at least continue to play. I wanted her to try something new, even though she may feel uncomfortable at first, if she sticks to it she will enjoy it more and more.

24. I develop others at church and when I parent my daughter.

Professional: professional development or work related:

1. Mentoring a new technical manager on my current effort
2. I provide team leadership to two specific teams that I lead. I offer guidance to the new members and provide support to the more experienced members.
3. Train – Sharing knowledge willingly with those around me to support and encourage them.
4. Advised staff the importance of work life balance, empower them to make decisions on how to implement new procedures
5. I empower co-workers when working on projects to have a shared ownership of the tasks and gather feedback for decision making.
6. Having a change of mentality and seeing fellow team members at work as part of a solution to a goal.
7. I bring my team together. Took initiative to set ground rules so we all have equal opportunities to participate and make a difference. We work together to achieve our program goals. I took my time to develop better understanding about my team (their interest, their passion, their strength, and their weakness) so as a team lead, it become easy for me to trained, guided, coached, developed, and motivated them. I send them thank you and appreciation notes in timely manner so they feel valued, connected, and know they are part of the group and making a difference.
8. Worked with Division members to support work/life balance choices.
9. I had the opportunity to gain a better understanding of how the to correlate process identified in the book “Sprint” with the cohort process by reaching out to Bekah. The meeting provided a personal and professional benefit for me and I’m glad I was brave enough to seek her guidance.
10. Building upon the attributes in my personal life, I continue to hone my skill-set to be as “informed” as I can be, which I believe enables coach, train, and guide stakeholders.
11. I work every day to be respectful of other peoples' personal schedules, and work around when they are able to engage with me. Working together, and helping others become better at their work, is one of my greatest joys in work (I only do this if I'm asked to though!).
12. I worked more consciously to encourage my team mates to trust our collaboration, the sum being greater than the parts.



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13. I love my work; I am allowed to create process improvements and applying lean six sigma to improve processes and programs here at the DMV. I help to innovate new ways all the time and absolutely love what I do.
14. My branch has several employees stuck in a "rut" - no real career development or training. Many were silo'd based on perceived talents. Since I came on board a year ago, I've challenged each of these notions. I've instituted cross training, more accountability for hours and work progress, given each employee "ownership" over their projects where I act as a client and they tell me their decisions and direction as if they were selling it to me - and then we iterate ideas to the best solution. I've taught staff how to professionally interact with our partner agencies. I've taught better writing and I've discussed with each individual career goals and help them raise the bar for their own ambitions. Ambitious and engaged employees are tremendously productive - and respecting their work/life balance while empowering them makes them very loyal and dedicated as well. People want to be valued.
15. One of our advisors was out most of this week b/c her very young baby was sick. Together with my chief of staff and the rest of the team we covered her meetings. We took a shared responsibility to ensure nothing dropped and encouraged her employee wellbeing by encouraging her to take the time she needed to care for her family.
16. I had the opportunity to do creative work this week. A small project designing a handout for my team came up and I had the rare chance to draw on my years of journalism design training and presentation experience (where I always designed a beautiful handout to accompany my talk). The result was one that my whole team was pleased with and it made me feel radiantly proud.
17. I am more aware of my actions and how I can help train and coach the more junior attorneys, interns, current and new team secretaries and clients, even. Simply taking more time to explain why you do something and how in a gently way can be effective and impactful.
18. In my work, I collect information from others on my team. By listening and collecting information, I show shared ownership and decision-making. I talk and discuss ideas beyond the assigned tasks to provide balance, and improve well-being by developing an open and friendly environment. My work includes helping people solve problems with data and graphically displaying these in meaningful ways. To me, that's the fun part.
19. By coaching and developing staff members. By managing a training unit to enable staff success. By volunteering with the Department's Talent Management team on mock interviews and resume reviews.
20. We are currently undergoing a management transition and it's my responsibility to lead and support my staff through the change.
21. Led by example and managed Division of Planning programs and projects
22. I receive questions and challenges every day in my work which is why I love what I do. I am a trainer for all levels of management and it's important to ensure they have the tools they need to feel comfortable when managing their staff



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- 23. I always try to empower my staff at CDCR to become more than just supervisors but to also become coaches and leaders. While none of us like losing staff, the number one compliment is when a staff member working under me is able to promote. While I hate losing good staff, it is more important that they grow personally and professionally.
- 24. I guided my fellow co-workers and managers on a new process for database updates by scheduling a meeting with Policy, Automation and Programming to go over new procedures and timelines for database updates.
- 25. Each and every day I strive to equip those around me for the next level by challenging them to take on and take ownership of new tasks.
- 26. I've coached, mentored staff on empowering them through shared sense of decision making and accountability. When redrafting DGS Values Team charter agreement, I solicited input from team, empowered them to create accountability on roles and responsibilities. We have accomplished great deal as a team compared to one or two people taking on initiatives all by themselves.
- 27. Helped training others in different types of contracts.

Innovation Project: In the development of your teamed innovation project:

- 1. I provide support and project content to team members.
- 2. When creating the problem statement everyone on the team was given the opportunity to have a sense of ownership in decision making.
- 3. I empowered our team through a sense of shared ownership. Make sure no one is left behind. They listen to each other and all have chance to share their voice. I am developing better understanding by listening and challenging others ideas to come up with creative ideas. Then encourage team to explore that creative idea.
- 4. Need to make sure we spend more time getting to know each other so we can really assist the areas others need to be developed
- 5. I contacted a member of another team to see how her team experience was going. She indicated that we had some shared challenges. She suggested using Doodle Bot as another means of communicating with team members. I thanked her for the idea and started reaching how to use the new tool.
- 6. By having a solid foundation in both personal and profession life-skills, I believe I am postured me to develop team members and empower stakeholders in a shared sense of ownership and decision-making.
- 7. I take initiative, and I also realize at the moment I am much less busy than my team mates, so I work hard to contribute as much as I can so that when I'm busy for something else in the future, I can still have contributed when I could. Developing others often takes a bit of soft pushing for



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expansion - of commitment, time, and energy to do more than we've done, which can be uncomfortable. It takes sacrificing other things, and keeping that in mind when asking for people to grow can be hard.

8. This week I did not work as much on the collaborative project as I was called into some special projects here at DMV, which had critical deadlines. I will apply this going forward.
9. We are thinking of new way to innovate and add technology into the work force for the state. What an exciting effort and opportunity.
10. My team has a wide range of professions, experience, ages, etc. We have one member who is very active on this project - I suspect their workload in their job is not very high. They have boundless energy and are great to work with. But sometimes they skip several steps ahead of the group and make decisions without us. I've tried to - on the side - offer some thoughts on patience while encouraging the ideas to continue. I've tried to listen to team ideas that I don't necessarily agree with at first, but ask questions and then try to meet the person with the idea "half way" to let them know the idea and creativity is appreciated, but also offer other perspectives as a means to move the group forward. I don't want any person to feel their contributions are not appreciated or considered.
11. So far in our teamed projects I feel as though I've really been the recipient of this leadership value. I've learned so much from my teammates about what they do and their approaches to problem solving.
12. An example is an email explanation yesterday to a team member which was copied to the others. In organizing ourselves for a team meeting today and arriving at decisions, smaller decisions must be made. This is a time of growth in Team 2 because everyone has busy schedules and agendas, and wants to contribute but is also mindful of everyone else. I suggested in an indirect but polite way that the person coordinating the meeting may need to think about a bigger space. I am used to organizing events and meetings for my work, so I envision logistical issues in advance. I hope my email was gentle but effective. It did make her think and change the room to accommodate everyone. Gently and tactful direction is always a good approach and I believe this helped train and develop another in a positive way.
13. Our innovation team has a good sense of communication and respect for other opinions. We share our ideas with the team and then consider others, working to find a consensus on the task we are discussing. This encourages shared ownership, empowerment and develops others professionally.
14. I plan to be engaged with the team and helping develop a shared vision for the team and our IP.
15. Have not had a chance to work on it yet.
16. No, not yet as I have not had the opportunity to formally meet with the group since our last meeting.
17. Being a public speaker I wanted to allow others to develop their skill speaking and help by providing support and insight.



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- 18. Not yet but definitely will when opportunity arises.
- 19. Not yet.

Mind Blower! Did you experience an epiphany, an “a-ha” moment, something of real value – to you personally:

1. The support and interaction is crucial to bring people on board with the project and to get them comfortable with the goals and the team.
2. Everyone is capable of being empowered regardless of age. They may just need a little guidance
3. I need to apply this skill at home.
4. a-ha moment- when my daughter told me that she is inspiring me to make mango ice-cream and it is good for our health. (Her logic was- mom, I love homemade mango ice cream, I can help you to make it and you enjoy making ice cream. Most important mango ice cream is good for all of us. I care about my whole family and about our health.) Love my little princess.
5. But I wish I had
6. Things happen for a reason and our initial meeting is showing to be a blessing. Though I and Morgan are not on the same team, we are sharing ideas, knowledge and experiences that we are both growing and energizing from.
7. In the past, I had supervised someone who suddenly had low productivity. It would have been easy to reach a less than idea conclusion and start down a road of corrective discipline. Instead, I drafted up a visual aid to show the work load vs. a calendar and show all the days off the person was requesting or had taken and talked about how they could help me find a balance. I explain the pressures I was under as a boss to ensure deadlines were met. I welcomed them into "my world" and showed concern for theirs. The demeanor changed - they opened up about a lot of things happening in their personal life, that they did not realize how it was impacting work, and that they really appreciated seeing the big picture of how what they accomplished was a big part of our overall success. Rather than jump to conclusions or start down discipline, the patience to be considerate and empower produced a lot of fruit.
8. This video really encouraged me to think about my work and identify the times and tasks where it doesn't feel like my job but my passion.
9. Yes. After I watched this video the first time, I felt better about my workplace environment and duties. Of course, every workplace can be stressful and I have to responsibly manage my stress and work. But it is the reminder that we should change our thinking to be positive and remember it is work - and I do love and appreciate my job and how I help Californians through my research, counsel, litigation, review of legislation, etc. and advocacy and client customer service. We protect people, the public and other patients, serve other departments and are



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examples of public service. The video and wrap-up afterwards inspired me to continue being positive about my work, not a job, and change my paradigmatic thinking. One change leads to another!

10. Not new subject matter.
11. While I have not experienced an epiphany this week, I always look forward to the next learning opportunity as well as the next ah ha moment.
12. When I was at the database meeting yesterday I was very proud and excited to see silos being broken down and people sharing information on database updates and people understanding better the timeline for changes. It was an exciting a-ha moment for me as often times we work in silos and people are not clear on what is needed to complete tasks.
13. It's my work but not my job! Developing others goes far beyond the 9 - 5.
14. Being able to give back or be a mentor, give me great sense of purpose of meaningful work. We would all benefit in an environment where learning is supported and encouraged. We would all put forth 130% if our leaders truly cared about professional development.