

Where’s the Trust?

Trust is a two-way street. It is the foundation for every successful relationship in the workplace. When trust is absent, collaboration and communication stagnate, innovation ceases and employee engagement declines. Where trust is present, individuals and teams are more confident, committed and energized. Employees respond better to change, dare to think and work outside the box, as well as deliver smarter and faster results. For managers, trust is a vital professional component that defines one’s ability to inspire others. Employees who do not trust their managers may resort to acts of insubordination, from disdain to apathy and from resistance to rebellion. In order to foster an environment of trust, leaders must break down silos and promote transparency. Leaders must also leverage strategies that maintain integrity and avoid practices that erode trust. Hence, the key to sustaining trust in the workplace is knowing how to maintain it—again and again.

You should attend this panel discussion if...

- You are looking to increase personal credibility and diffuse the “rumor mill”
- You desire to overcome micro-managing practices
- You are seeking to identify strategies that cultivate an environment of trust
- You are interested in recognizing offensive behaviors that erode trust among team members
- You want to develop tactics that break down silos and improve communication from the top down
- You are interested in learning the specific characteristics of a trustworthy manager or employee

Tuesday, November 17, 2015 ♦ 1:00 p.m. – 3:00 p.m. ♦ Learning and Development Center ♦ Auditorium



Neal Rackleff
Director,
Housing and
Community
Development

Neal Rackleff has 20 years of successful community and economic development experience. As Director of Housing and Community Development (HCD), he oversees the strategic investment of approximately \$100,000,000 per year of federal and local funds. Prior to joining HCD, Mr. Rackleff practiced law at the firm of Locke Lord Bissell & Liddell, LLP, specializing in real estate development, government relations, economic development, affordable housing, municipal and public law. Mr. Rackleff also served as General Counsel for the Houston Housing Authority, as well as Vice President and General Counsel of the Greater Greenspoint Management District and Tax Increment Reinvestment Zone. Mr. Rackleff received his Doctor of Jurisprudence from the University of Southern California Law Center and a Bachelor Degree from Brigham Young University.



Carlecia Wright
Director,
Office of
Business
Opportunity

Carlecia Wright is the Director of the Office of Business Opportunity. In this role, she has led the City’s supplier diversity and small business programs; helping facilitate historical accomplishments, including the award of nearly \$1 billion dollars to small, minority and women-owned businesses under the administration of Mayor Parker. Prior to coming to Houston, Mrs. Wright worked in New York City government where she led various policy, strategic planning and communication initiatives for the City of New York’s Departments of Small Business Services and Housing Preservation and Development. She holds a Bachelor Degree from Columbia College of Chicago and a Master’s Degree from New York University. Mrs. Wright serves on various Chambers of Commerce Boards, and the University of Houston’s College of Education Dean’s Advisory Council. She is a proud graduate of the Center for Houston’s Future and Leadership Houston.



David Cutler
Director,
Houston
Emergency
Center

David Cutler has been the Director of the Houston Emergency Center (HEC) since July 2005. Prior to his acceptance of the HEC leadership, he retired after 24 years of service from the Houston Police Department (HPD) as Assistant Chief of Information Services Command. Additionally, he served as a Sergeant of Police from 1987 to 1990 and as Captain of Police from 1993 to 1996 in HPD’s Emergency Communications Division. These experiences allowed Mr. Cutler to be highly knowledgeable in the field of emergency communications. “In the past years, we have streamlined our emergency services, improved accountability for communication systems, and emphasized exceptional work ethics,” stated Cutler. “As a team, HEC will continue to maintain the high standards that are expected of us to assure citizens of Houston that public safety is our highest priority.”



Roosevelt Weeks
Deputy Director,
Library Admin.,
Houston Public
Library

Roosevelt Weeks is Deputy Director of Library Administration and Chief of Staff for the Houston Public Library (HPL). Mr. Weeks has worked with HPL for over 10 years and also serves as a member of the HPL Executive Leadership Team. Mr. Weeks was promoted to the Deputy Director position in 2006. As Chief of Staff, he works closely with the Library Director in managing the HPL System and he has responsibility for overall service delivery for the HPL system. Prior to this assignment, Mr. Weeks served as Chief Technology Officer for the HPL Information Technology Division. Prior to working for the City of Houston, Mr. Weeks worked for the Pasadena Public Library, Accenture and Aetna. In addition, Mr. Weeks serves on several committees including, American Library Association (ALA), Public Library Association (PLA), Texas Library Association (TLA), and Urban Library Council (ULC). Mr. Weeks received a Bachelor of Science degree in Computer Science from Texas Southern University and his Master of Library Science degree from the University of North Texas.