



## **The Trusted Leader: Building the Relationships that Make Government Work**

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Improving government on a macro level is only possible with public managers who herald change on a micro level. While many studies of government reform focus on new policies and programs, these public managers—building relationships built on trust—are the real drivers behind many successful reforms.

In this second edition, chapter authors once again draw on their real-world experience to demonstrate the importance of values-based leadership. With new research and lessons from the first two years of the Obama administration, chapters focus on the concrete ways in which leaders build effective relationships and trust, while also improving themselves, their organizations, and those they coach. Surveying agencies both horizontally and vertically, *The Trusted Leader* also addresses how public managers can collaborate with political appointees and the legislative branch, while still engaging with citizens to create quality customer experiences.

Two brand-new chapters focus on:

- **“Effective Conversations”**—the importance of one-on-one conversations to building trust, with a model for having such conversations.
- **“The Diversity Opportunity”**—the need to effectively lead across a diverse workforce and a diverse society to build trust in both realms.

With the addition of chapter headnotes, the editors provide necessary context, while the new “Resources for Further Learning” feature guides readers toward additional print and web resources.

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