

## ***CRISIS-READY CULTURE™ 3 CONVERSATIONS EVERY MUNICIPAL TEAM SHOULD BE HAVING RIGHT NOW***

*Your staff culture won't stay neutral under pressure; it will either protect public trust or fracture it.*

---

### **ABOUT THIS TOOL**

Local governments are under pressure—and internal culture is often the first thing to crack.

This quick-check guide helps leaders open the right conversations now, before crisis hits capacity.

### **DESIGNED FOR:**

Mayors, Village Administrators, City Managers, Chiefs of Staff, Township Supervisors, Department Directors



## **PUBLIC TRUST IS LIVED, NOT POSTED**

Ask:

- How do residents experience us in crisis?
- Are staff aligned across departments?
- Where are we quietly losing trust?

**SCALE™ Lens: Ecosystem Building + Aligned Values**

## **BOUNDARIES ARE LEADERSHIP, NOT BUREAUCRACY**

Ask:

- Are staff clear on operational vs. political roles?
- Is role confusion causing internal tension?
- Who's absorbing what no one is naming?

**SCALE™ Lens: Aligned Values + Confidence & Reframing**

## **BURNOUT ISN'T LOYALTY**

Ask:

- Who's silently overwhelmed?
- What are we doing to retain top talent?
- Are we modeling leadership others want to follow?

**SCALE™ Lens: Leadership Longevity + Strengths-Based Leadership**

## **➡ READY TO TRANSFORM?**

The Municipal Transformation Package™ includes:

- ✓ Confidential staff assessment
- ✓ Customized training
- ✓ Curated growth tools
- ✓ Integration Day for strategy, coaching, and accountability
- ✓ Executive Report outlining insights, risks, and actionable recommendations



CHASITY  
WELLS

*Unapologetically Uplifting Women*



*\*\*\*Use these questions in your next team meeting or 1:1. Jot notes on the back or bring them into your Municipal Transformation Session.*

## ABOUT THE CREATOR

Chasity Wells-Armstrong is the Founder of Catalyst Coaching & Transformation and creator of the SCALE™ Framework.

She is the former Mayor of Kankakee, Illinois; the first Black woman elected to the role, and has also served as a Village Manager, City Council Member, School Board Member, and Congressional Staffer.

Today, Chasity is a nationally respected strategist and thought leader for women and municipal teams in government leadership, equipping them to build staff cultures that align with public trust and leadership that lasts.



### **COPYRIGHT & PROPRIETARY NOTICE**

© 2025 Catalyst Coaching & Transformation. All rights reserved. The SCALE™ Framework is a proprietary model by Chasity Wells-Armstrong. No reproduction or adaptation without written permission.

**SCHEDULE YOUR  
TEAM TRANSFORMATION**