



The Florida Society of Certified Public Managers 2009 Awards

The Exceptional Leadership Award

is given to managers and leaders who provide outstanding leadership within the organization whether at the state or chapter level. This individual stays on top of things and is aware of what is happening within the organization and is always there to provide a guiding hand where needed. He or she encourages board members to excel.

Jo-Anne Robertson

Joanne Robertson is an excellent leader both with the Tax Collector's and with the Southwest Florida's local CPM chapter. She used her valuable time from her personal life to organize the annual meeting held in Orlando. She is a dependable and great motivator of people. Joanne works well with her peers. She is a fun person to be around. I have noticed her relaxed disposition that can soothe even the most upset customers. She explains what is required and gives options to help assist the customers to become compliant. When it comes to performance, commitment and standards she is a vital asset in any work environment. She has great relations with people. She takes those added measures to make a win- win situation happen. I have heard on several occasions verbal praises from my peers regarding Joanne's amazing abilities. I know she has a positive attitude and demonstrates patience with her fellow team members. She demonstrates excitement as being a part of the Local CPM Chapter. She keeps us all informed by way of emails. She is highly motivated and takes an active role keeping her fellow CPM members involved and excited. When she has a task to do, she is a true role model leader. This is why I find her to be an Exceptional Leadership Award Nominee. Nominated by: Laurie Jean Pike, CPM Fellow graduate, Class of 2008

SOCIETY MISSION

To foster and maintain high professional and ethical standards in the practice of public management, and to further the professional growth of the Society's members.



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For her effort and dedication in coordinating an outstanding AACPM convention and CPM graduation.

Ms. Robertson represented Florida and the Suncoast Chapter in fine fashion by executing a fabulous AACPM 2009 Annual Conference. Their attention to detail, diligent efforts, and exceptional program will be talked about for months to come. Joanne, Diana and Coleen deserve huge recognition for doing what they said couldn't be done!

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