

## Leadership Award

Lourdes Ramos, Department Director  
HR Solutions Department

The staff of the HR Solutions Department has nominated their Department Director, Lourdes Ramos, for the Leadership Award.

Taking over the helm from Sandra Close Turnquest three years ago, Lourdes has led in the same tradition of integrity and competence as Sandra, her mentor. Lourdes has worked tirelessly to ensure the vision of Human Resources is well understood and embraced and to build HR's role as a strategic partner in accomplishing the organization's mission.

Lourdes exemplifies leadership by walking the talk. She exhibits superior professionalism at all times and encourages diversity through her supportive, open, and flexible approach to new ideas. Lourdes creates a great work environment by building self-confidence and "can do" attitudes. Among many leadership qualities that Lourdes possesses, her outstanding emotional intelligence and listening skills are a key element in her success as the HR Solutions Department Director. Lourdes manifests these skills both in leading the department staff and in handling the day to day personnel matters across the agency. Her listening approach is one of open mindedness and demonstrated interest, even when she may already be fully informed on the matter or in the middle of another urgent matter. Her ability to provide a forum for various District staff to share with her in a safe and non-judgmental way on a myriad of workplace and personal matters is a valuable and seasoned skill.

There is a saying that the best predictor of the future is the past. During the past three years as HR Solutions Director, Lourdes has made HR Solutions her own. She has helped the HR solutions team embrace change and a "pulling together" to create a seamless human resource organization for our future. The staff of the HR Solutions Department feels fortunate to have Lourdes Ramos as their fearless leader.