


*REVOLUTIONIZING
GOVERNMENT IN
THE 21ST CENTURY*

Patrick Ibarra
The Mejorando Group





***"Revolution:
a sudden, complete
or marked change
in something.***



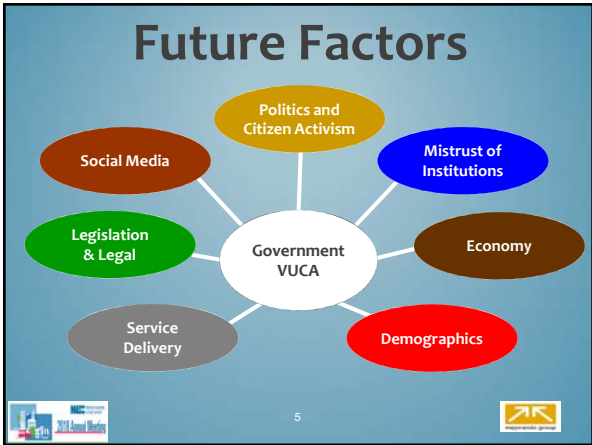
TODAY'S PRESENTER




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"Leadership is about Plumbing and Poetry."





Role of Government

*To serve as the
Protagonist for a
Better Quality
of Life*



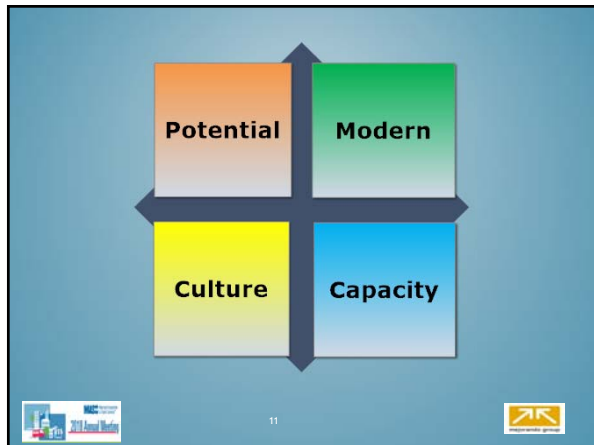
*Every organization
is perfectly designed
to get the results it
gets.*



***Lather,
Rinse,
Repeat***





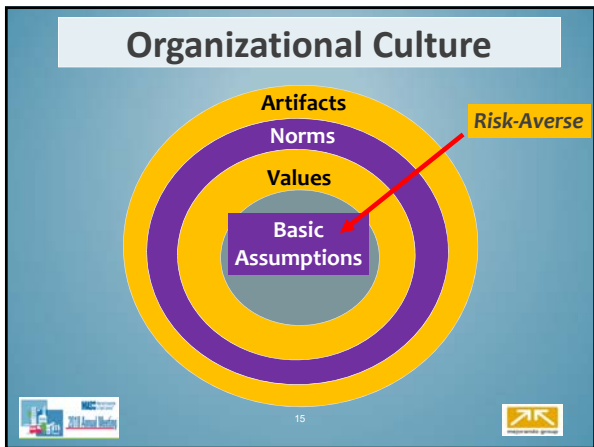


***"Playing it Safe
is no longer
Playing it
Smart."***





"Culture eats Strategy for Breakfast"
- Peter Drucker





17 *"At Apple, we never invented anything. We just happened to find it."*
Steve Jobs

Small logos and the number "17" are visible at the bottom of the slide.




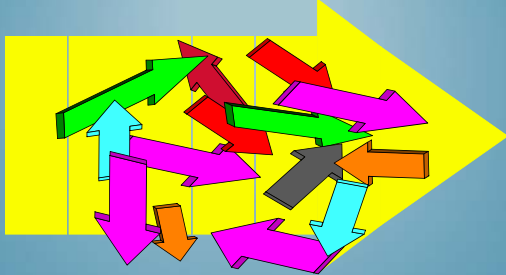
"Growth and Comfort Don't Co-Exist"




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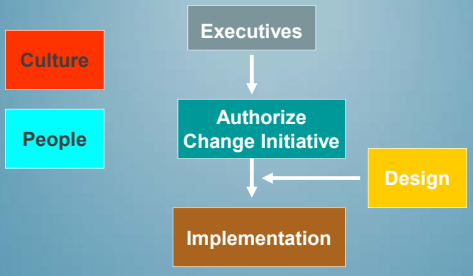
Typical Change




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Typical Change Process

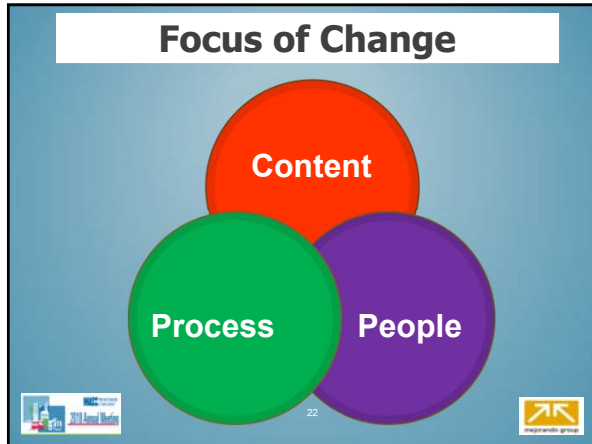


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graph TD; Executives[Executives] --> Authorize[Authorize Change Initiative]; Authorize --> Design[Design]; Design --> Implementation[Implementation]; Culture[Culture]; People[People];
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- ### Change Succeeds...
1. Visible support from the sponsor
 2. There was a detailed plan.
 3. People/employees understood what they had to do in order to make the change work.
 4. Other organizational priorities didn't get in the way.
 5. Progress toward the goals was tracked and publicized.

**Chief
Example
Officer**

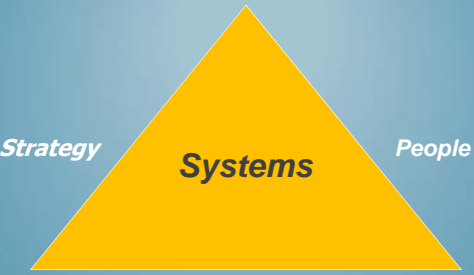
Empathic Mindset

“The key is starting with customers, and working backwards.”

-Jeff Bezos




TRADITIONAL APPROACH



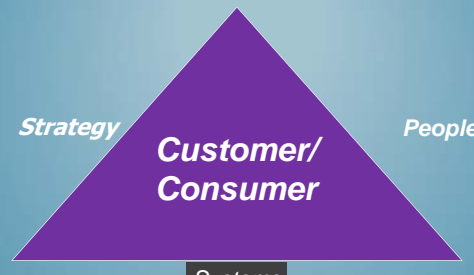
Strategy *People*

Systems

Customer




DESIGN THINKING APPROACH



Strategy *People*

**Customer/
Consumer**

Systems





**Chief
Experience
Officer**

Strategy
**What business
are you in?**

Utility vs. Experience

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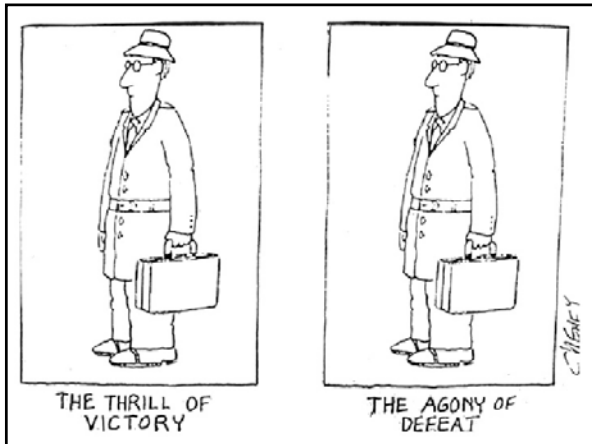
YESTERDAY'S AD

The City Clerk is an appointed official responsible to the City Council for the executive leadership, direction and management of the City Clerk's Office. Work is performed under the general direction of the City Council with wide latitude for the exercise of judgment and initiative subject to State laws and City ordinances. This is accomplished by ensuring all services and programs of the City Clerk's Office meet the legal requirements of the City Charter, City Code and the Arizona Revised Statutes.

Responsibilities include: attending City Council Workshops and Meetings, and serving as the official record keeper for the City; overseeing the maintenance of official City records including ordinances, resolutions, and minutes; directing city elections and redistricting; directing the records management program, directing the City's legal notices and publication program, directing the City's public record request program, developing goals and objectives, recommending appropriate policies and procedures and overseeing the City Clerk's Office budget preparation and expenditures.

Other duties include participating on committees, representing the city, and coordinating with city attorneys on legal matters; communication with a variety of officials representing State and County government in order to coordinate activities related to the City Clerk's Office and extensive public contact in responding to questions concerning City elections, records, and notices. The City Clerk also deals with various representatives of City departments in the coordination of activities and resolution of problems.

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***Adventurers
Wanted!
We help you
realize your
potential.***



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***Stop tightening
your belts and
instead, change
your pants!***

-Me



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The Mejorando Group

- *Who are we? A Change and Organizational Effectiveness consulting practice*
- *What do we do? Partner with government leaders and implement solutions to improve organizational performance.*
- *How do we do that? We provide expertise in:*
 - *Organizational Effectiveness Strategies*
 - *Strategic Planning*
 - *Succession Planning*
 - *Talent Management*
 - *Leadership and Management Skills Training*
- *How do you contact us? Patrick Ibarra, 925-518-0187 or patrick@gettingbetterallthetime.com*
- *Web address: www.gettingbetterallthetime.com*



Our mission is to help organizations and their members "get better all the time"

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