“We’ve Always Done It That Way Is Over: What’s Next?”

Patrick Ibarra, The Mejorando Group

“Are we changing as fast as the world around us?”
Today’s Presenter

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Future Factors

Politics and Citizen Activism
Mistrust of Institutions
Social Media
Government VUCA
Legislation & Legal
Economy
Service Delivery
Demographics
“Leadership is about Plumbing and Poetry.”

Where good ideas often end up…

- 2017 Fad
- Best Seller 2018
- Conference Crazy 2019
Role of Government

To serve as the Protagonist for a Better Quality of Life

- Values-Based
- Principles Led
- Purpose Driven
- Performance Focused
- Results/Market Centric

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

Do you want Commitment or Compliance?
What is Culture?

- Represents “how things are around here.”
- Reflects the prevailing ideology that people carry inside their heads.
- Conveys a sense of identity to employees, provides unwritten and unspoken guidelines for how to get along.
we've always done it this way
Moon Shot
Wild Shot
Roof Shot
Must

Need

Nice

8 Steps to Transformation

Culture

Innovation

Change

Leadership

Service Delivery

Community Building

Strategy

Talent
…from the Prevailing to the Preferred…

Values   Vision   Voice

Connection Culture
Purpose
Opportunity
Six Key Attributes
Leadership
Hiring for Fit
Treatment/Well-Being
Success

Strategy
What business are you in?
Utility vs. Experience

- Walmart
- Sams Club
- macy's
- Costco Wholesale
- Under Armour
- Aveda
- Starbucks
- Tumi
- Amazon
- Southwest
- Mercedes-Benz
Chief Experience Officer

Purpose: What Customers Want

Service Quality

Promise: What You Say You'll Do

Performance: What You Actually Do
Factors influencing Employee Performance

- Individual Skills & Job Design
- Mission, Vision & Values
- Workplace Culture
- Learning & Development
- Performance Management
- Work Processes
- Leadership & Supervision
- Reward System

Workforce Effectiveness
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.
Adventurers Wanted!
We help you realize your potential.
Maxims to Remember

- What gets measured gets done.
- What gets rewarded gets done.
- What gets talked about gets done.

Pressure is a Privilege
Who are we? An Organizational Effectiveness Consulting Practice.

What do we do? Partner with organizations and implement solutions to improve organizational performance.

How do we do that? We provide expertise in:
- Culture Change
- Succession Planning & Talent Management
- Organizational Effectiveness Services
- Strategic Planning Facilitation Services
- Leadership and Management Skills Training

How do you contact us? Patrick Ibarra, 925-518-0187 or patrick@gettingbetterallthetime.com

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