Are you, your community and your city’s workforce changing as fast as the world around us?
Today’s Presenter

Patrick Ibarra
Former City Manager
Founder of the Mejorando Group
(925)518-0187
patrick@gettingbetterallthetime.com
The future is run and won by those who are willing to think differently.
“Revolution: a sudden, complete or marked change in something.
You’re not the audience for your message.
Future Factors

- VUCA
- Politics and Citizen Activism
- Mistrust of Institutions
- Economy-Consumption Habits
- Shifting Demographics
- Legislation & Legal
- Social Media
- Service Delivery
Leadership is about Plumbing and Poetry.
Role of Government

To serve as the Protagonist for a Better Quality of Life.
we've always done it this way
Lather, Rinse, Repeat
Listened to by their elected & appointed officials

- Sense of Belonging
- Share the Power of Governance
Emerging Model of Government

- More Disciplined Focus on Core Services
- Ever-Learning Employees
- Authentic Civic Engagement
- Demonstrating Value
- Shared Services
- Changes in Workforce
- Integration of Technology into Service Delivery
- Non-Govt Solutions
- New Compensation Approach
Customer Service/Consumer Experience

Public Processes

Social Media

Boards and Commissions

Services & Programs

Partners

Community Building
<table>
<thead>
<tr>
<th>Old Mindset</th>
<th>Modern Mindset</th>
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<tbody>
<tr>
<td>• Adoption of the plan is the strategy.</td>
<td>• Execution is the strategy.</td>
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<td>• Change is dangerous.</td>
<td>• Stability is dangerous.</td>
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<tr>
<td>• An event.</td>
<td>• A process.</td>
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<td>• Wish list—the longer the better.</td>
<td>• Prioritized list—less is more.</td>
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<td>• Community is static.</td>
<td>• Community is dynamic</td>
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<td>• Tell residents.</td>
<td>• Involve residents.</td>
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<td>• A linear process with one particular scenario for the future.</td>
<td>• Non-linear process with several possible future scenarios.</td>
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<td>• Arithmetic—sequential</td>
<td>• Calculus—lots of moving parts</td>
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<td>• Assumption that existing advantages will persist.</td>
<td>• Assumption that existing advantages will come under pressure.</td>
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<td>• Deficit-closing strategy.</td>
<td>• Capitalize on strengths.</td>
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<td>• Conversations that reinforce existing perspectives.</td>
<td>• Conversations that candidly question the status quo.</td>
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<td>• Relatively few and homogenous people involved in strategy process.</td>
<td>• Broader constituencies involved in strategy process, with divergent input.</td>
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<td>• Precise but slow.</td>
<td>• Fast and roughly right.</td>
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<tr>
<td>• Prediction oriented.</td>
<td>• Discovery driven.</td>
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What business are you in?
How do your consumers feel about doing business with your organization?
Pressure is a Privilege
Succeed by Choice, not by Chance.
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:
- Futures Planning Facilitation Services
- Staffing Studies - Restructuring
- Succession Planning & Talent Management
- Organizational Effectiveness Services
- 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”