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

Patrick Ibarra, The Mejorando Group

Every organization is perfectly designed to get the results it gets.
“Are we changing as fast as the world around us?

“What made you successful in the past, is not going to help you survive and thrive in the future.”
Today’s Presenter

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Where good ideas often end up…

Best Seller 2018
Conference Crazy 2019
2017 Fad
Role of Government

To serve as the Protagonist for a Better Quality of Life

Successful

- Values-Based
- Principles Led
- Purpose Driven
- Performance Focused
- Healthy Workplace Culture
“Playing it Safe is no longer Playing it Smart.”
The absence of mistakes doesn’t constitute success.
we've always done it this way

Progress
Creativity

Predictability
Conformity

13

14
1. **Moon Shot**

2. **Wild Shot**

3. **Roof Shot**

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**Energizes:**

- Inspires everyone to do their "Best"

**Drives Innovation & Resilience**

**Empowers decision making**

**Attracts and Retains Talent**

**Pays Psychological Rewards**

**Healthy Workplace Culture**

**Creates a Challenging, Satisfying Workplace**

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**LEAGUE OF CALIFORNIA CITIES**
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.

Six Key Attributes

- Purpose
- Quality of Leadership
- Hiring for Fit
- Opportunity
- Success
- Treatment/Well-Being
“If we weren’t already doing it this way, is this the way we would start?”
- Peter Drucker
Strategy

What business are you in?

Utility vs. Experience

[Logos of various companies]
How do your consumers feel about doing business with your agency?
Chief Experience Officer
Do you want Commitment or Compliance?

Talent Management

- HR Policies
- Career Pathing
- Learning/Training
- Succession Planning
- Retention of High Performers
- Knowledge Transfer
- On-Boarding
- Recruiting & Selection
- Performance Management
Factors influencing Employee Performance

- Attitude
- Workplace Culture
- Mission, Vision and Values
- Individual skills
- Workforce Effectiveness
- Reward System
- Leadership & Supervision
- Performance Management
- Job Design & Work Processes

Rocks

Rock Solid

Rock Stars
How do your employees feel about where they work?
Job Qualifications: The primary function of this employee is to plan, develop, and implement neighborhood preservation, code enforcement, and citizen participation programs to improve the quality of neighborhoods in the City. This position performs all duties in accordance with the City Charter, City ordinances, the City's personnel rules, and Federal and State regulations. The work is performed under the general direction of an Assistant City Manager, but considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of Neighborhood Programs and Code Enforcement. Some examples of position responsibilities will be to perform duties including, but not limited to, direct, implement, manage and supervise the programs, operations, activities, budget and employees of the Neighborhood Resources Division charged with developing a vision and approach to facilitate improvements; oversee administration of Code Enforcement, and Neighborhood Programs Office; plan and implement improvement to enhance Division's operational effectiveness; develop partnerships with other departments, governments or agencies to work on joint projects and address neighborhood initiatives, code enforcement and remediation by establishing interdepartmental or intergovernmental agreements; implement and evaluate the City's policies and objectives for community outreach and volunteerism; develop new and revised program policies, processes, and procedures; act as a liaison with other City departments, City Council, neighborhood groups, public and private agencies, and other communities and conducts meetings and presentations with such groups as needed; and manage resources related to compliance efforts associated with City codes such as nuisances, habitability and maintenance standards, and related codes and abatement procedures, determines priorities for compliance and enforcement in these areas, and monitors the status of such efforts. Six (6) or more years of progressive management experience in directing neighborhood improvement programs; A bachelor's degree in public relations, business administration, management, communications or related field;
Adventurers Wanted! We help you realize your potential.

Training/Learning Program

- **Executives**
  - Creative Problem Solving
  - Leading Change
  - Managing Employee Performance

- **Mid-Mgrs**
  - Building Great Work Teams
  - Effective Delegation
  - Project Management

- **Frontline**
  - New Supervisor
  - Providing Effective Feedback
  - Time Management
The future is run and won by those who are willing to think differently.

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”