

# PRESS RELEASE

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## FOR IMMEDIATE RELEASE

### ***“City of Muncie Completes Phase II of High Performance Government Project”***

**Muncie, Indiana, May 6, 2011 - Mayor** Sharon McShurley today announced that the City of Muncie has completed Phase II of the High Performance Government Project, an ongoing initiative to improve operations of Muncie City government.

“City leaders and employees have worked hard to streamline our efforts and focus on the services that citizen’s value most,” said Mayor McShurley. “While we have successfully completed another phase of this project, there is much work that remains. Our city employees are dedicated to continuing the transformation of City government into a data-driven, results-producing organization.”

The High Performance Government Project was designed and delivered by the High Performance Government Network, a non-profit organization based in Fort Wayne. Phase II focused on providing key city employees with additional skills and tools to build internal capacity in order to help the City achieve long term success. The focus of all work in Phase II was directed by the strategic performance plan developed by City leaders in Phase I.

City leaders were provided learning opportunities on topics that included:

- Department strategic planning;
- Communicating performance expectations;
- Providing performance feedback;
- Root cause analysis of performance problems;
- Improving employee performance;
- Corrective performance discipline;
- Fostering open & honest communication; and
- Establishing a motivating work environment.

“Mayor McShurley and city leaders have seized this opportunity, and the results will be enjoyed by citizens,” said Ryan Chasey, President of the HPG Network. “The foundation for high performance that has been built will provide a strong base for continued improvement efforts.”

Both Phase I and Phase II of the High Performance Government Project were funded through a grant from the Ball Brothers Foundation.

“I extend many thanks to the Ball Brothers Foundation for funding this project,” said Mayor McShurley. “Their resources and ongoing support helped to make this effort successful.” ###