



## **High Performance Government: *Encouraging Economic Development with Collaborative Government* 6 Month Plan**

### **Objective**

Encourage economic development in Indiana communities by assisting local government leaders develop a performance action strategy, and providing them with tools, training, networking, on-site coaching, and execution management to be a responsive, action-oriented, high performing organization during an intensive six month program.

### **Program Outcomes**

1. Strategic performance action plan that serves as a roadmap for responsive, action-oriented performance improvement efforts in local government;
2. Equipped leadership that creates an environment of innovation and drives performance improvement; and
3. Project management skills to ensure execution on the strategic plan.

### **Program Overview**

#### **I. Phase 1: Organizational Alignment and Strategic Planning**

##### ***Outcomes:***

- a. Environmental Scans: Participants will identify internal and external conditions that may impact the success of the organization's strategic priorities through use of these tools:
  1. SWOT Analysis
  2. PEST Analysis
  3. Work Environment Assessment
  4. Customer Service Performance Assessment
- b. Organizational values identified: Participants will identify five to seven values that reflect the organization's culture and priorities.
- c. Vision Statement developed: Based on the organization's values, a shared vision will be created that sets a destination the organization wishes to achieve within the next five to ten years.
- d. Mission Statement developed: Participants will identify three to five organization-wide strategic priorities that must be met in order for the collaborative group's vision to be realized. Strategies must reflect the collective values, vision and mission statements.
- E. Process Improvement projects identified and prioritized: Participants will systematically review all city processes to identify improvement opportunities that will be most impactful on the organizational goals.

## **II. Phase 2: Leadership Development**

### ***Outcomes:***

- a. Leadership will learn the tools to foster an organizational culture of learning, growth and change.
- b. Leadership will demonstrate the following knowledge and behaviors that drive high performance:
  - i. Performance management and improvement
  - ii. Process improvement methodologies and tools
  - iii. Leading and managing change
  - iv. Emotional intelligence
  - v. Persuasion and influence
  - vi. Ethical leadership
  - vii. Dialogue and feedback

## **III. Phase 3: Execution and Metrics**

### ***Outcomes:***

- a. Highest impact process improvement projects will begin bearing results, as city leaders will work with HPG Network staff to manage projects and realize cost savings and service improvements.
- b. Leadership trained in skills and behaviors that will champion performance and process improvements, including:
  - i. Process improvement project selection
  - ii. Removing barriers and providing resources to enable performance and process improvement efforts
  - iii. Creating systems of accountability to ensure success
- c. Team leaders trained in skills and behaviors that drive process improvement projects, including utilization of process improvement tools and team-building activities that support the organization's strategic plan
- d. Team members trained in skills and behaviors to carry out process improvement opportunities that support the organization's strategic plan
- e. Utilization of a performance dashboard that provides metrics to track and gauge performance improvement results

## **Proposal Cost**

The total program cost ranges from \$50,000.00 to \$100,000.00 depending on number of cities/towns that participate. Cities/town that participate will receive benefits of activities as outlined above and one year HPG Network membership.

## **References**

The High Performance Government Network has successfully completed the program outlined in the City of Muncie with funding provided by the Ball Brothers Foundation. Similar programs are being planned in the City of Angola, City of Kendallville, and Town of Lagrange.

## **Information**

For further information about how this program can help your community improve performance, contact HPG Network President Ryan Chasey at [ryan@hpgnetwork.com](mailto:ryan@hpgnetwork.com) or (260) 439-8372.