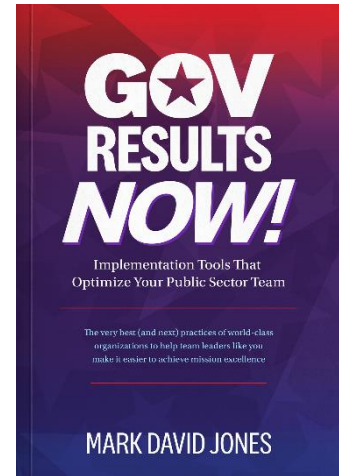
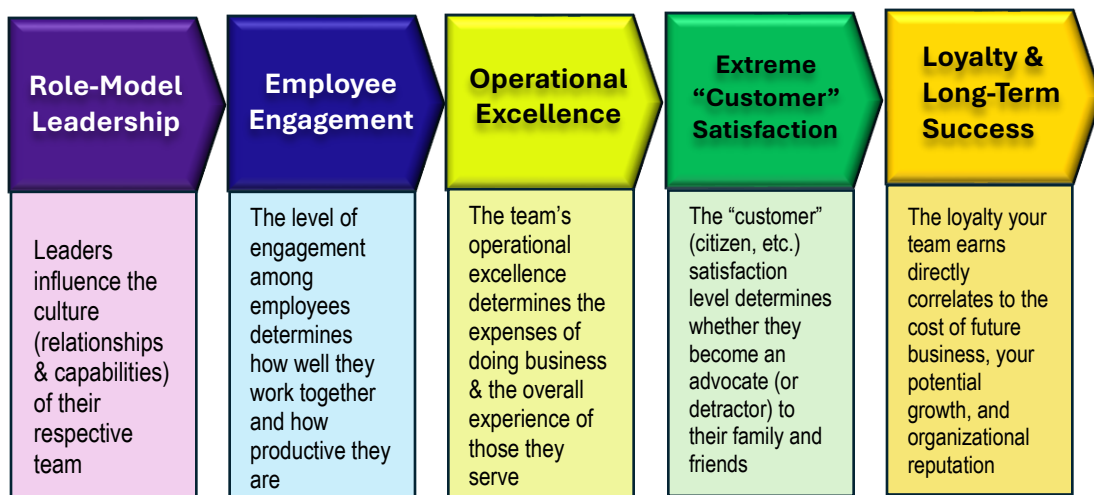


# Transformation Roadmap

This document is an executive summary of the process world-class organizations (including exemplar public sector organizations) use to successfully optimize their operation. As a senior leader within your organization, your role is to effectively coordinate the efforts of the functions within your scope of responsibility. Ultimately, this involves weaving the operational efforts of your teams and the various culture support components that interconnect all aspects of your overall department, division, or agency/organization.



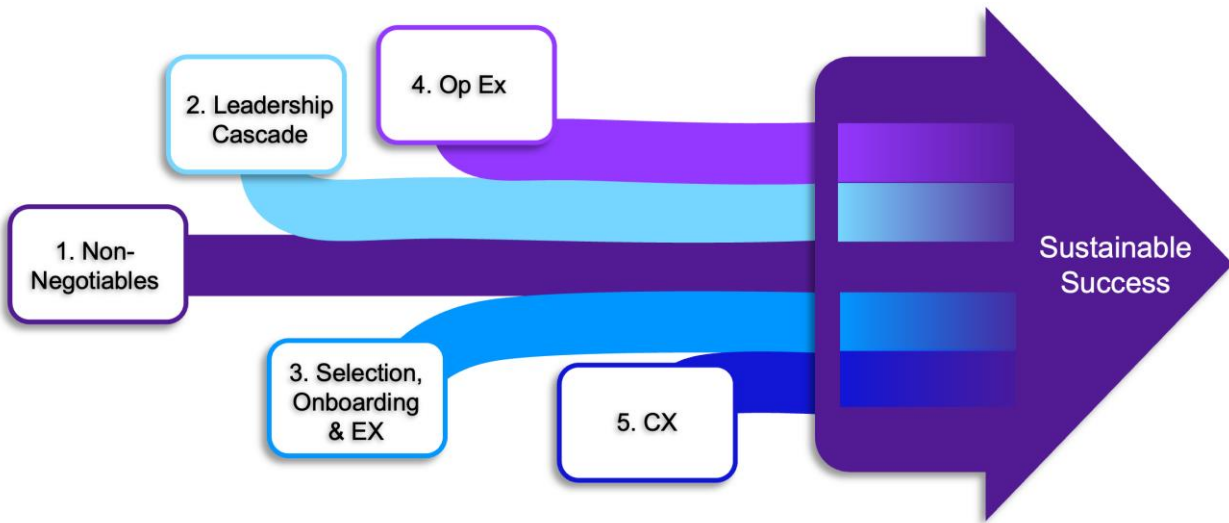
Building off the foundation of the insights and tools showcased in the book “*Gov Results Now! Implementation Tools That Optimize Your Public Sector Team*” (2024), the overarching strategy is to reinforce the classic success formula for all organizations, including government operations, as reflected in the World-Class Success Chain:



Essentially, all organizational efforts follow these natural consequences. To help reinforce the efforts of your team leaders and coordinate those efforts across all teams in your scope of responsibility, you will need to take into consideration the following components of your organizational culture:

- ☐ **Selection** – To ensure you attract and hire the right-fit talent for your future growth
- ☐ **Orientation/Onboarding** – To establish the core non-negotiables of your culture and the unique culture of excellence that will strategically serve you moving forward
- ☐ **Communication** – Both internal and external, to provide the “lifeblood” of appropriate information that directs your organization’s focus and creates efficiencies
- ☐ **Recognition/Accountability** – To reinforce effective behaviors, professional development, continuous improvement, and operational integrity towards ongoing growth

To optimize your efforts to coordinate your teams, there is a distinct chronology of implementation that allows you and your teams to strategically build successes and solidify each phase, so it serves as a sustainable roadmap for your future growth. Here are the key components in a graphic that indicates the general timeline and actions for each step:



1. To begin, world-class organizations all recognize the importance of establishing their core non-negotiable mission, vision, and values. As detailed in the book *Gov Results Now!*, these provide a “North Star” that directs aligned decisions at all levels of the organization, especially when the values are prioritized based on the employee and customer experience.
2. Next, cascading leadership involvement, starting with senior executives, then mid-level managers, then front line supervisors to provide a) awareness of the intended improvement efforts as well as b) time for each leader to come to terms with their role to model behaviors – and to establish behavioral habits prior to including the rest of the workforce.
3. Attending to the cultural foundations of your organization is next, incorporating a more strategic right-fit approach to selection and onboarding of new employees as well as leveraging effective communication to reinforce cultural norms as operational tools. Simultaneously, your newly developed leaders can begin actively engaging their respective teams, enhancing the employees’ abilities to develop superior camaraderie and mutual commitment to each other (reducing turnover) as well as those they serve. This focus on the employee experience (EX) serves to involve them and generate buy-in, ownership, and passion for your mission.
4. Once the relationships have improved, the next step is to direct the new passion towards improving the effectiveness of your operations (OpEx) – creatively optimizing the use of resources and reinforcing accountability to establish continuous improvement.
5. Finally, extend the improvement focus of your workforce enhancing the “customer experience” (or CX) of those you serve – whether customers or others that are involved in your day-to-day operations. This will result in increased loyalty and advocacy for future growth.

## Massive Benefits of Following the Proven Success Secrets of World-Class Organizations

Crafting a comprehensive, full-integrated, and simple (no simplistic) approach that strategically reinforces the engagement of every team member, inspires them to engage and exceed the expectations of those they serve (whether external patients or internal colleagues) positions your organization for better outcomes, reduced operating expenses, and an elevated reputation for excellence in your community. Some examples of benefits to following this proven approach:

- Reduced turnover of workforce, with hiring & onboarding cost savings that can be reinvested into much needed operational or capital demands
- Improved morale, cooperation, and communication within and across functional teams that optimize effectiveness and minimizes medical errors (improving outcomes)
- Significant improvements in processes – not only saving time, money, and frustration, but streamlining all aspects of the employee and patient experiences, leading to improved satisfaction and intent to refer (both future employee and customer advocacy)

## Implementation Tips

I know that your public sector operation is a unique one. As you contemplate next steps with your improvement efforts, I strongly encourage you to consider the following “Pro Tips” from dozens of government agency transformations:

- ☑ Establish solid, clear, and *prioritized* non-negotiables. If these are in place, every decision at every level of your organization becomes easier and more aligned – creating operational integrity.
- ☑ Make sure you cascade the effort to involve and prepare your leaders at all levels, so they are confident in their ability to role model the new behaviors. Otherwise, they will end up undermining the initiative via substandard support or covert obstruction.
- ☑ If you desire buy-in, ownership, and passion from your workforce, there is a direct correlation between these outcomes and involvement. To the extent your leaders are capable of engaging their teams will be the extent they will be able to enhance the experience for your workforce as well as your customers (or others you serve).
- ☑ If you select to enlist outside help to oversee this improvement initiative, do not entrust your organization to “experts” who do not have significant “real world operational” proven track records for success. Now is not the time for mere academic theory.

One simple way to get those that report up to you on the same page, even if you aren’t in a position to launch an improvement initiative, is to get every team leader a copy of *Gov Results Now!* and create opportunities for them to explore and discuss any of the two dozen tools that are included – emphasizing low or no cost solutions.

If you would like to schedule a *free/no obligation* virtual consult (whether video or audio-only call), simply reach out at **GovResultsNow.com/Contact** and we can coordinate a call directly with me (no sales or junior consultant). My team and I are all passionate about our mission to help you transform your public sector experience. I would be proud to support your success any way that we can. Until then, keep making a difference that matters most!



Mark David Jones  
*President, Small World Alliance, Inc.*