

What Government Can Learn from Business

BWSR Conference

Oct. 29, 2012

Presented by Karl Samp:

ksamp@charter.net

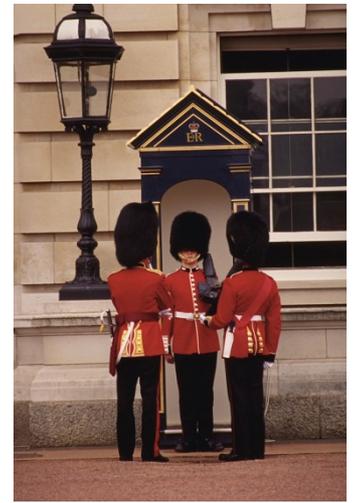


Discussion Questions



- What changes are you facing now in Government?
- Why do we resist Change?
- What Changes have you already made in government related to reaching/serving your constituents?
- Have they made your services better? More efficient?

Change Quotes



“The only constant is Change”

“If change is happening faster outside of your organization than inside, the end is in sight.”

“A bend in the road is not the end of the road, unless you fail to make the turn.”

“You may not like change, but you’ll like obsolescence even less”

Change is a campaign, not a single act!

**It takes time to accomplish
and desire to fuel it!**



Things Leaders Need to Do...

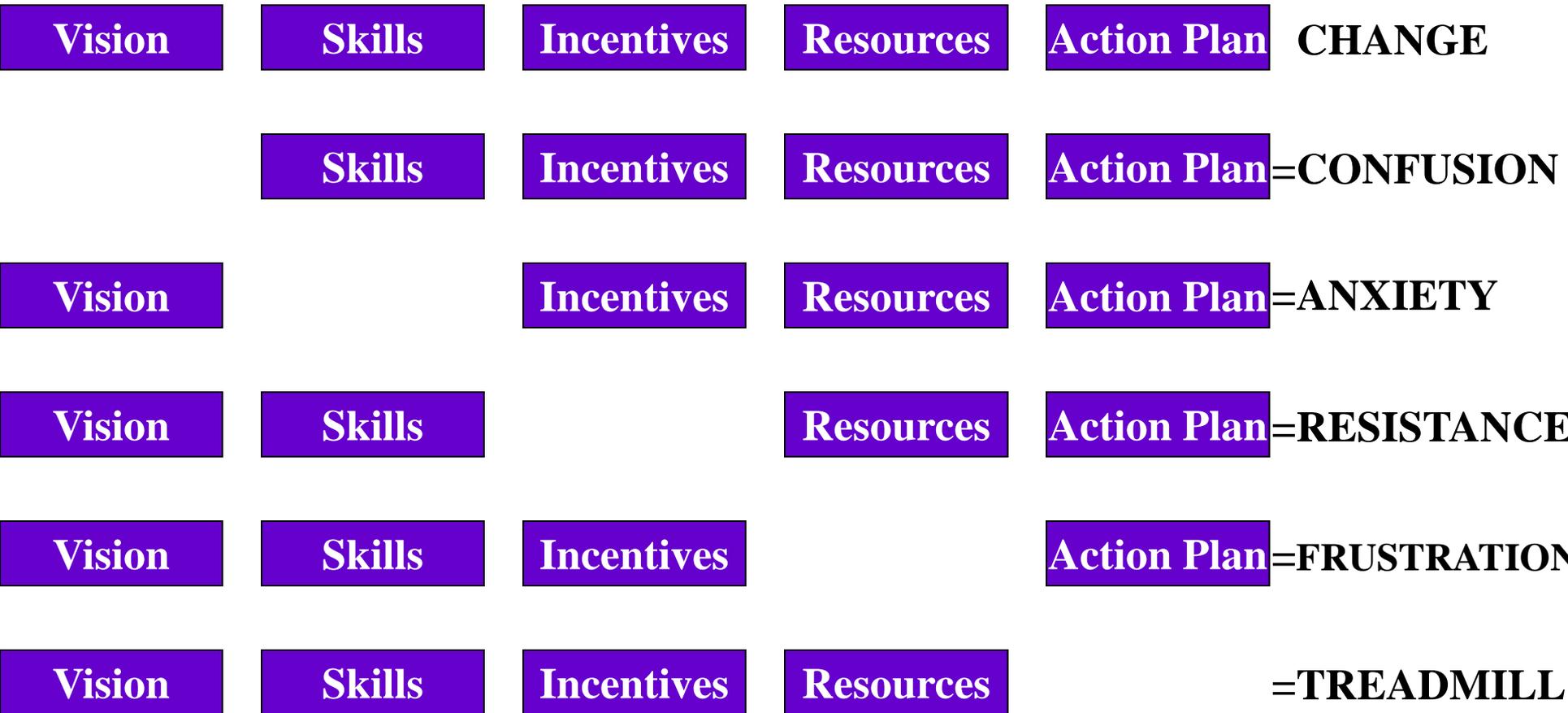
- Name the reality...

“Leadership is the skill to recognize the need for change, and the ability to make it happen.”



-- Rosabeth Kanter
in *Change Masters*

Formula for Managing Complex Change



More Questions



**How is government different than
business?**

**In what ways are government and
business similar?**

**What are three things you think
government can learn from
business?**



7 Ways Small Business Owners Take Their Businesses to the Next Level

by [Alyssa Gregory](#)

1) Use Goal-Setting to Push Boundaries

- Clarify Focus
- Measure progress
- Track Achievement



7 Ways Small Business Owners Take Their Businesses to the Next Level

2) Put the Focus on Customer Service

- Ask for and act on feedback
- Address issues and complaints (quickly and thoroughly)
- Be consistently accessible and accountable

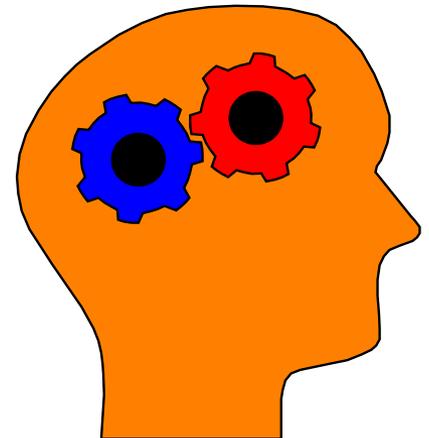
Different motivation than business, but same results... happy customers



7 Ways Small Business Owners Take Their Businesses to the Next Level

3) Commit to Continuous Learning

- On-line
- Peers... collaboration / mentoring
- Reading



7 Ways Small Business Owners Take Their Businesses to the Next Level

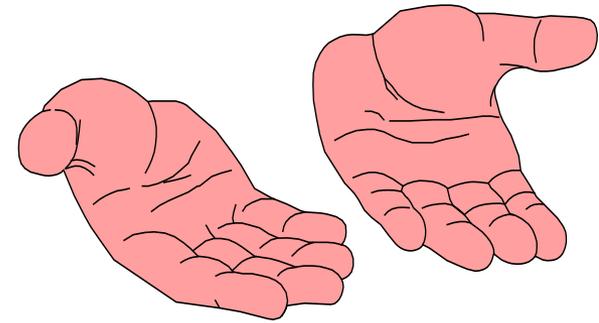
4) Learn How to Delegate

- Clarify Outcomes

- Provide Resources - including an open door

- Stay out of the way

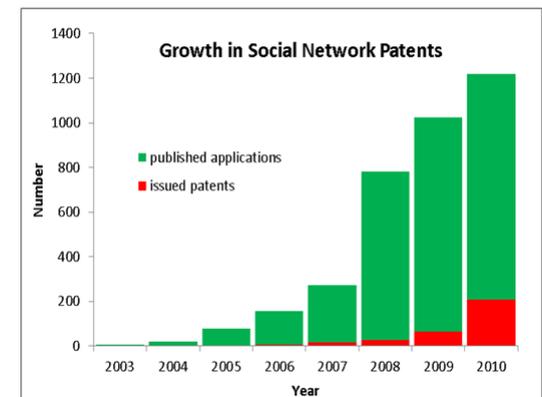
Most importantly... hire good people.



7 Ways Small Business Owners Take Their Businesses to the Next Level

5) Increase Your Productivity

- Efficiency in Management Tasks
- Develop Systems to streamline
- See below...



7 Ways Small Business Owners Take Their Businesses to the Next Level

6) Stay Current with Technology

- See last slide...
- Keep track of changing technology
- Use your internal “experts”



7 Ways Small Business Owners Take Their Businesses to the Next Level

7) Change Up Your Marketing

- Part of Customer Service in Govt.
- On-line options on the rise



What next?

- Jot down one idea you learned from others or the presenter that you can use back home.
- Share it with someone next to you.
- Share contact information and a date for follow up to check on progress.



**Thank you and good
luck in 2013!**