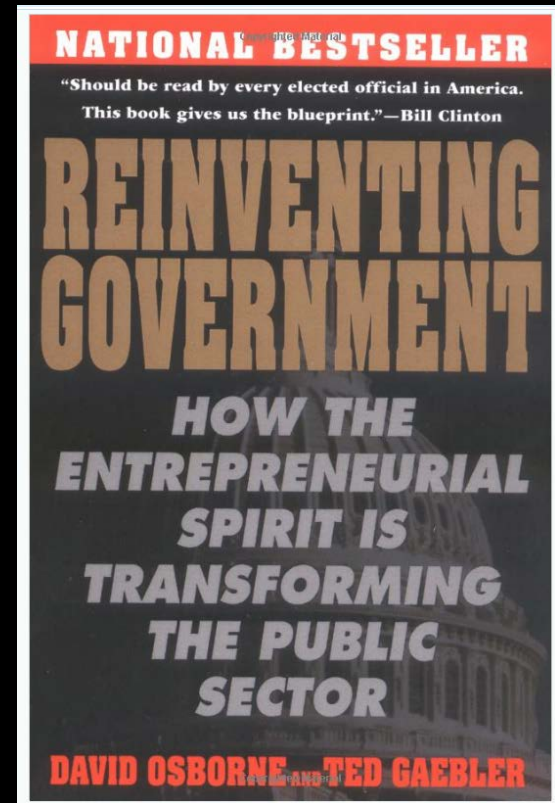


TED Talks – Gaebler that is!

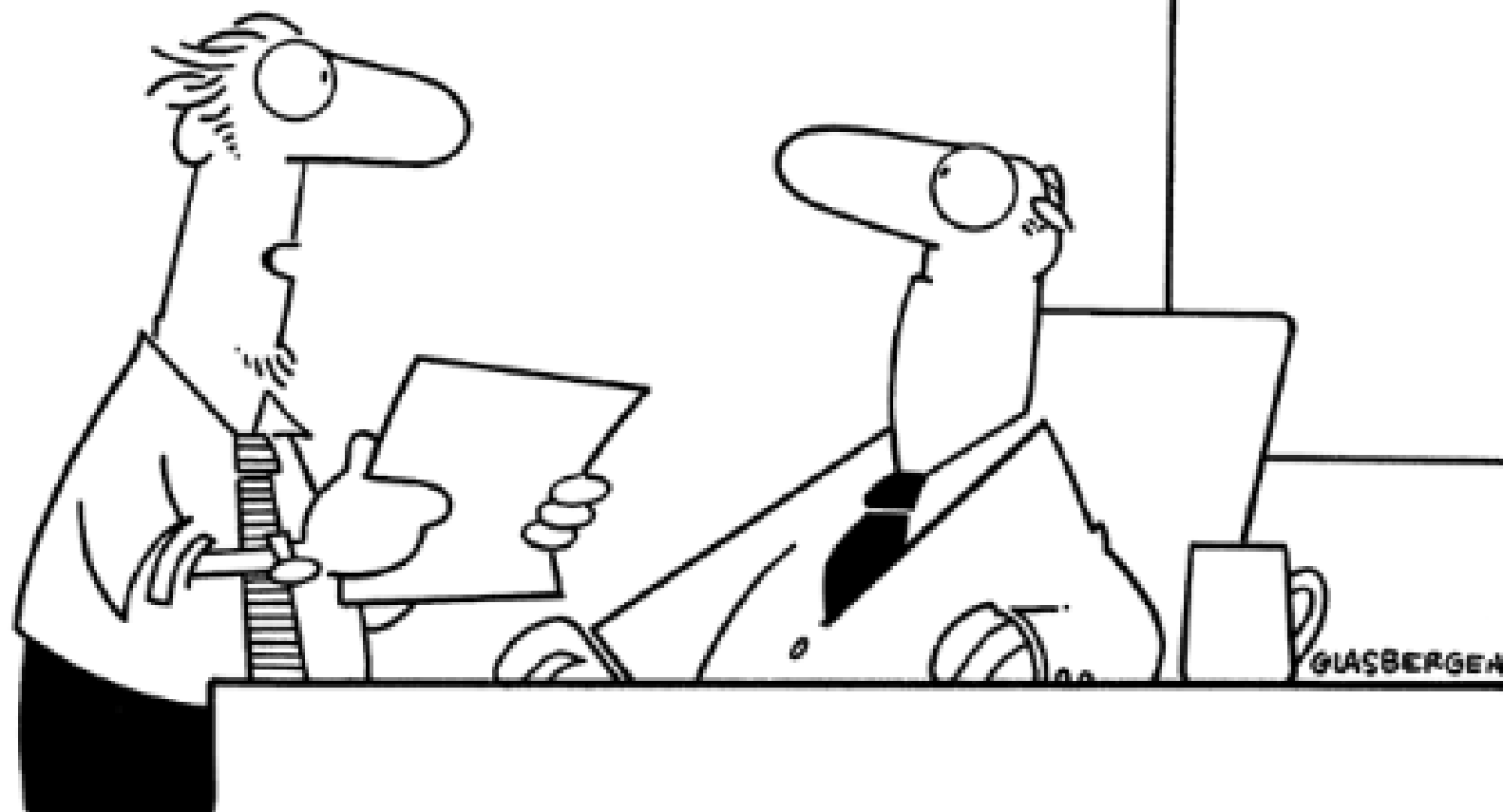


19% is Not Enough

Only 19% of local governments have a “great deal” of trust and confidence.*

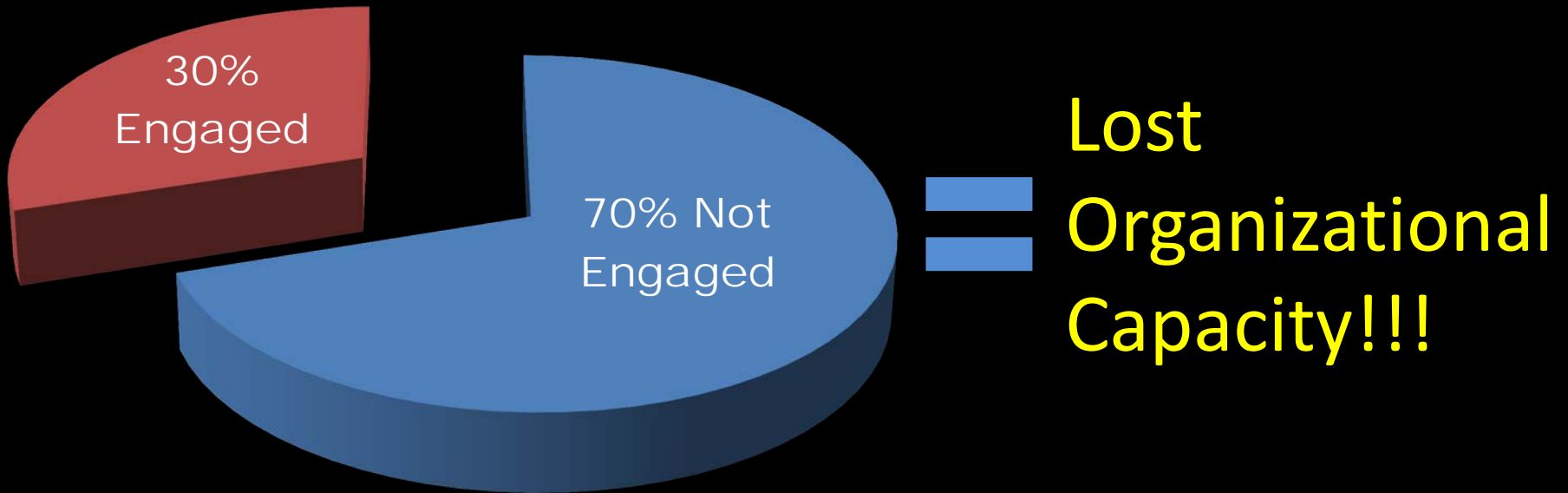
* Gallup

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www.glasbergen.com



**“Our biggest challenge is the time zone difference.
In New York, it’s 2:45 but at our headquarters it’s 1974.”**

70% of Employees not Engaged in the Workplace*



*Gallup

Pay Attention Below the Water Line

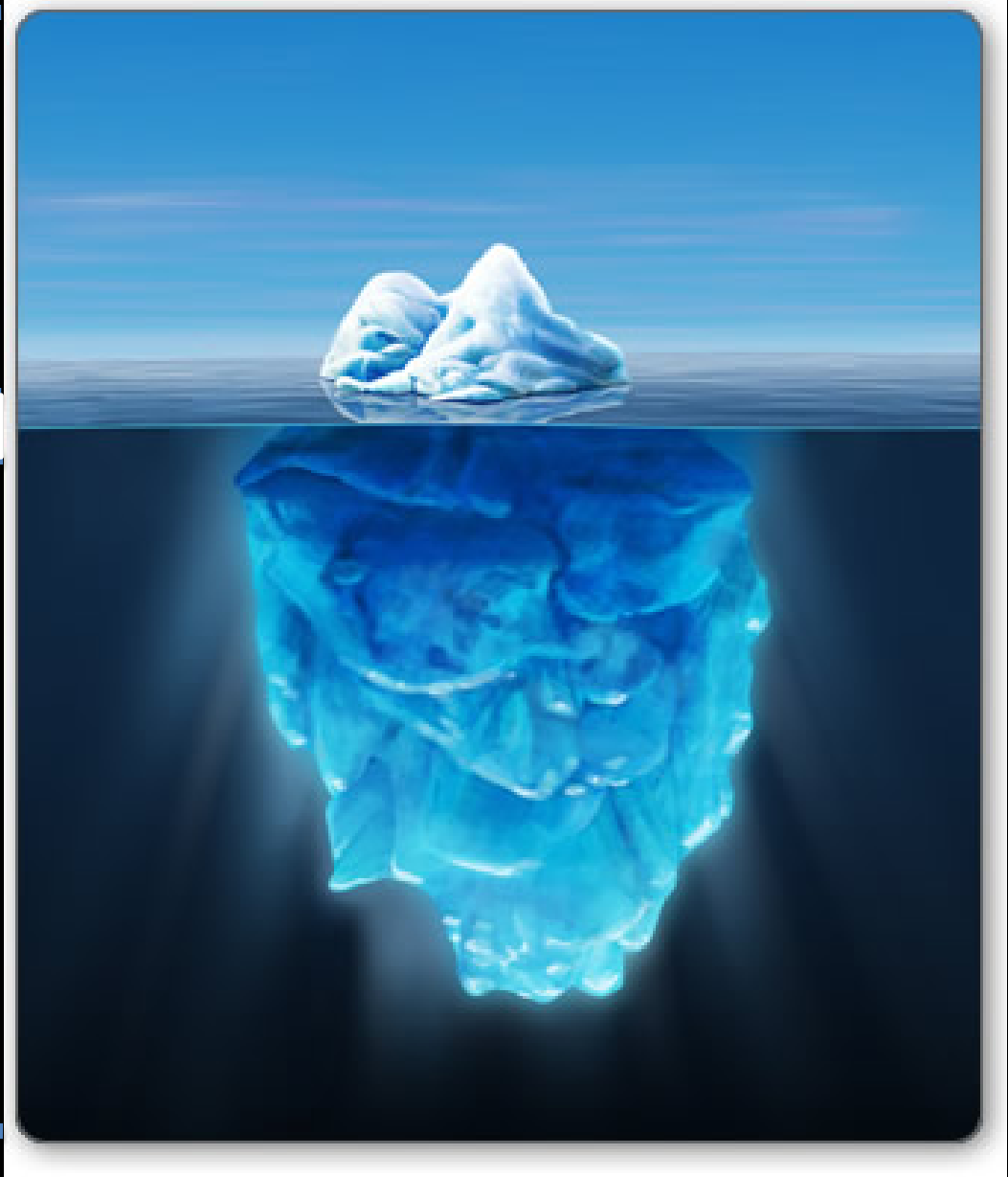
Services, Economic
Development,
HR policies &
procedures

15%

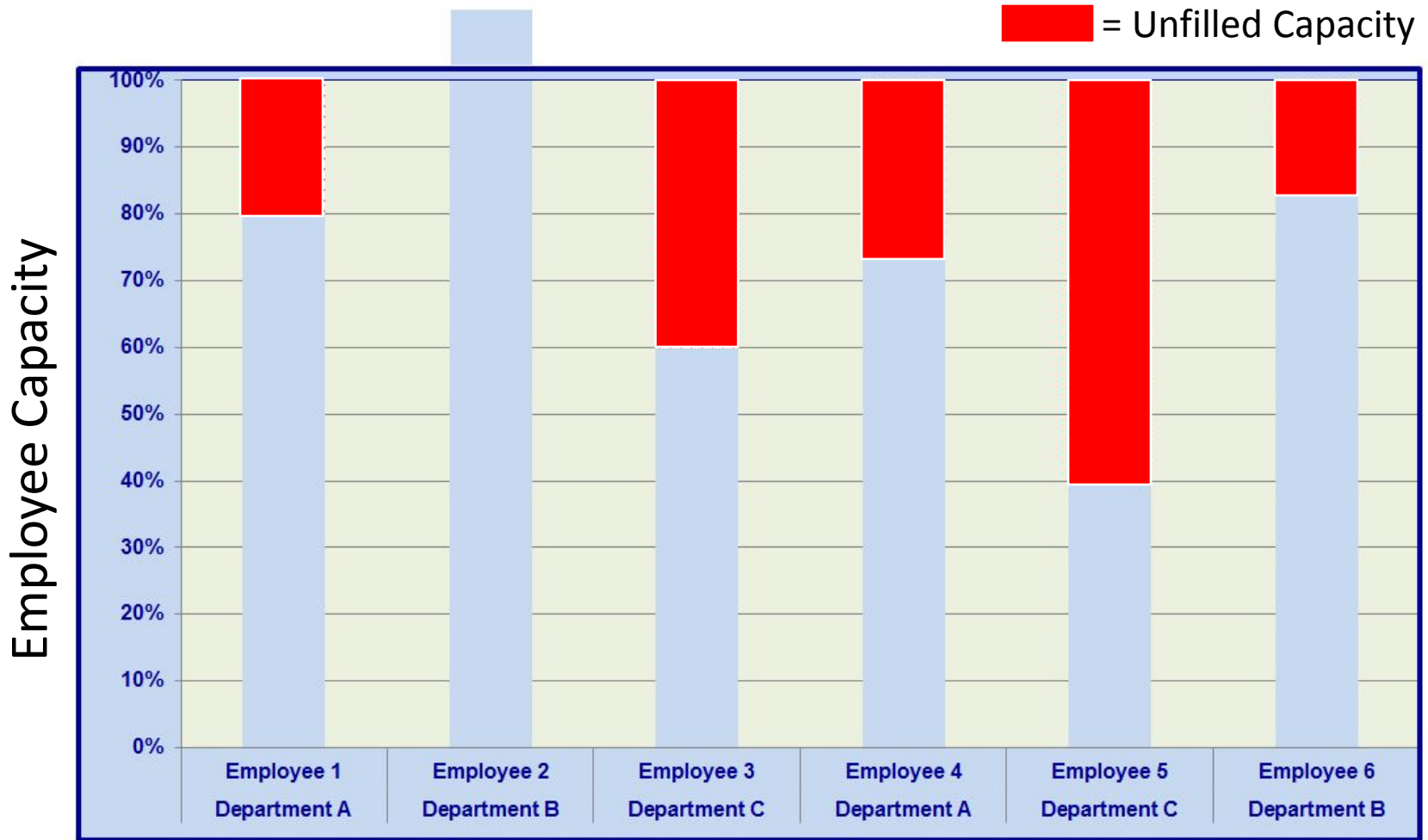
WATER LINE

Underlying
Assumptions &
Beliefs make up
the majority of
an organizations
culture

85%



Why Matrix Management Works



More Employee Innovation

Focus on Growing Your People

- Mentor them and challenge them
- Move them around the organization between departments
- Bring in outside trainers and coaches
- Put a library in the break room
- Challenge them with an “orphan project list”

Halloween 2010

Employee

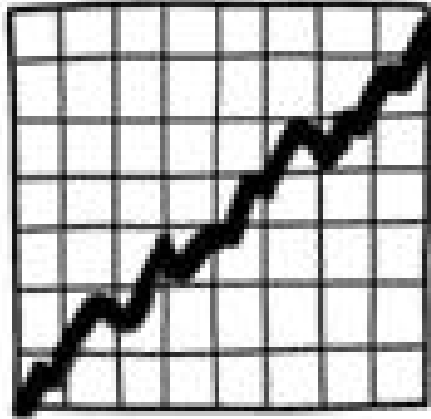


Boss

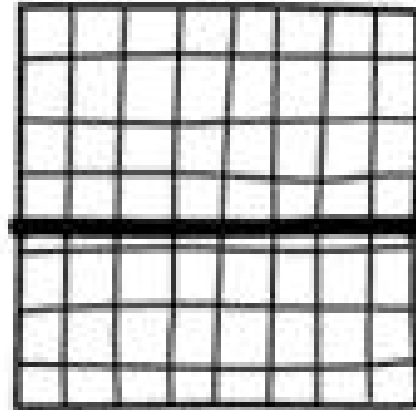


Partners

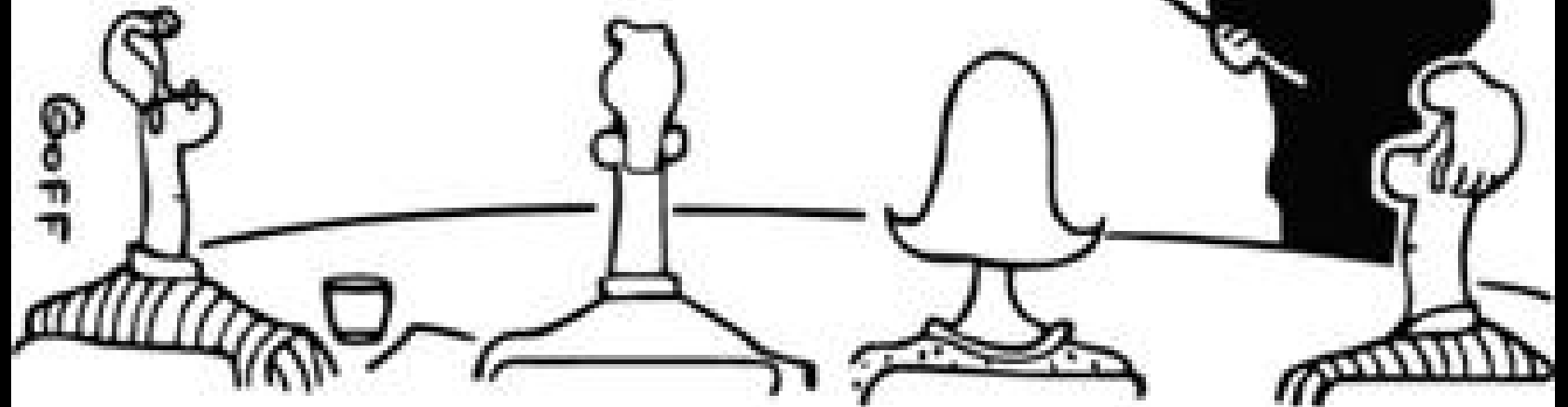




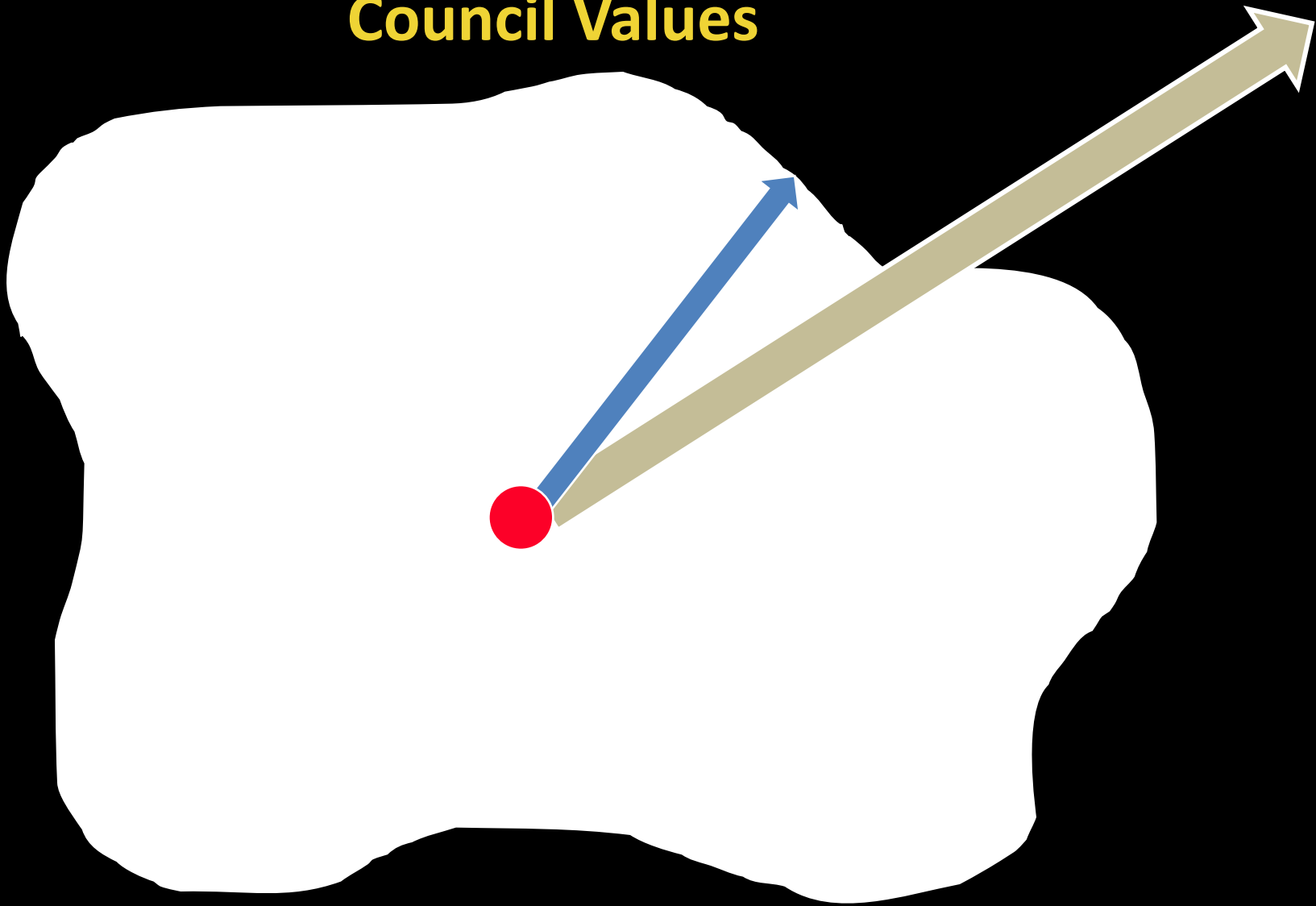
MANAGEMENT'S
OPINION OF OUR
PRODUCT



CUSTOMER
OPINION OF OUR
PRODUCT



Test the Real Edges of Community and Council Values



Test the Edges

Be a **catalyst, broker**
and **facilitator.**

Council Meetings

COMMUNITY CENTERED

Rancho Cordova is

Council Study Sessions

Website

Public Education

Radio-TV-Newspapers

Includes:
General Plan
Sustainable Growth Principles

Desired Community Outcomes

Quality of Life Indicators

Community Values

Community Vision

Includes:
General Plan

Mission Purpose of Cityhood

Council Priorities/ Goals
Policy Agenda

Council Sanctioned Strategies

Staff Action

Includes:
Measures of Success
CRM
Public Opinion Survey
Goals
Annual Budget/CIP
Activities
Tasks





“I am not an advocate for frequent changes in laws and constitutions, but laws and institutions must go hand in hand with the progress of the human mind. As new discoveries are made, new truths discovered and manners and opinions change, institutions must advance also to keep pace with the times.”

Words of Thomas Jefferson

From the Jefferson Memorial