

Managing Strategically: Doing It Right The First Time

MY STRATEGIC PLAN

Managing strategically is about taking the shortest path from where we are today (Point A) to where we want to be in the future (Point B). That means we need to align our daily actions with a long-term focus to use our people and financial resources efficiently and effectively. Here are three things to help you on your journey:



Manage the Business Process, Not the Event

1

- Cast a compelling vision.
- Establish a consistent planning and execution structure.
- Help everyone see their piece of the vision.
- Hold people able, not accountable.
- Hold meetings that drive decisions and discussion not just provide information.

Develop Measures that Matter to Everyone

2

- Citizens care about outcomes, not outputs. Think quality instead of quantity.
- Staff care about empowerment and seeing measurable progress. Shorten time frames.
- Use a combination of leading (warning buoys) and lagging (history lessons) indicators.
- Use a proxy or a qualitative measure when sourcing the data is harder than doing the work.

Move the Needle for the Right Reason

3

- Continuous Quality Improvement (CQI) serves as a model for discovery and improvement for business processes.
- Stakeholders explore, exercise teamwork and take action to improve quality and outcomes.
- MyStrategicPlan (MSP) and CQI maintain a fundamental for driving desired outcomes.
- Planning, doing, studying and acting with MSP moves the needle for the right reason.