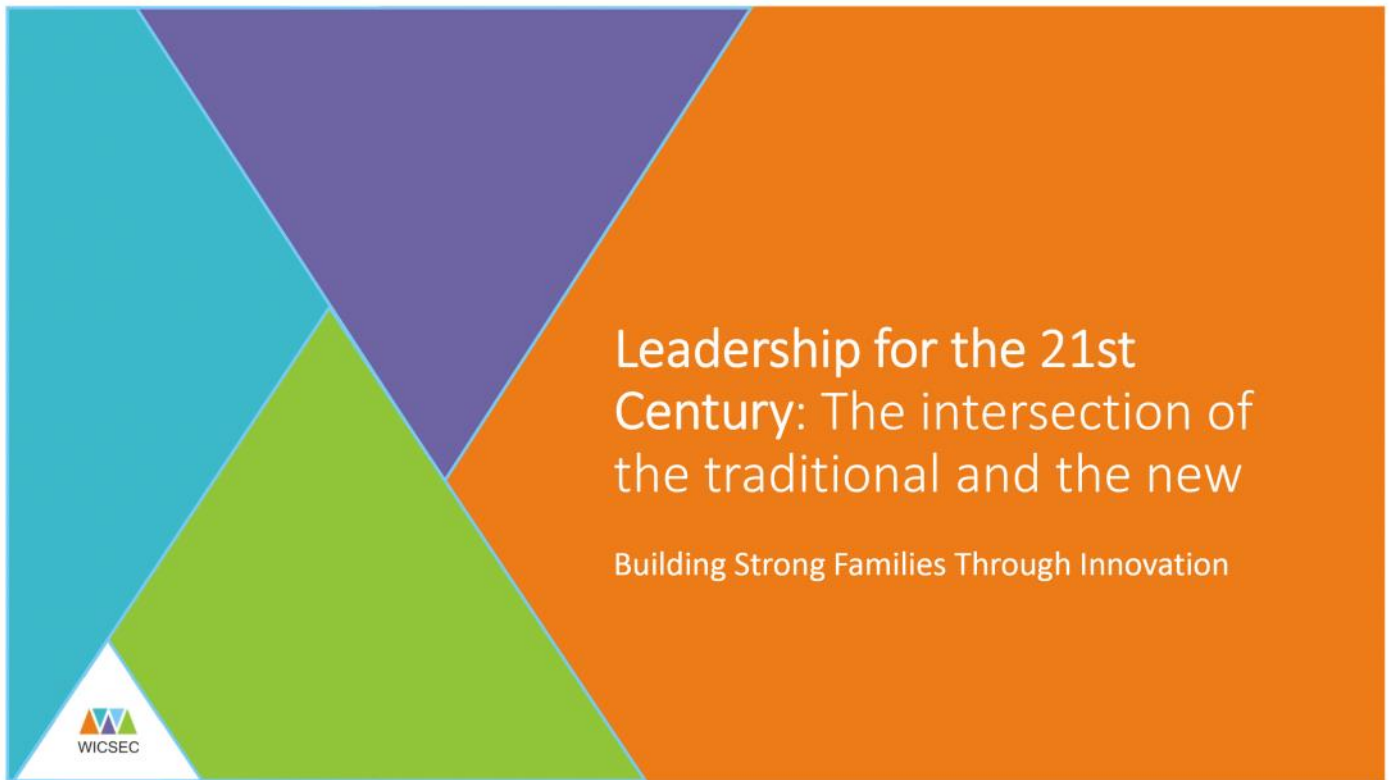


Leadership for the 21st Century

Monday, September 16, 2019
12:03 PM





Meet our speakers



Kristie Arneson, J.D.
IV-D Director
Wyoming Department of
Family Services



Kate Cooper Richardson, J.D.
IV-D Director
Oregon Child Support Program



David Kilgore
IV-D Director
California Department of
Child Support Services



Mike Moreno
Human Capital Manager
Deloitte Consulting Government
and Public Services





Leadership in a new context

The 21st century creates a new context for leadership

Why do you think there is a difference (in the unique requirements for 21st-century leaders)?
Select all that apply.



Note: Only respondents who believed that 21st-century leaders had new and unique requirements answered this question.
Source: Deloitte Global Human Capital Trends survey, 2019.





New Requirements for leaders

Effective 21st century public sector leaders will need...

New competencies

- Lead through more complexity and ambiguity
- Lead through influence
- Manage on a remote basis
- Manage a workforce where machines are augmenting human work
- Lead more quickly

&

New context

- New technologies
- Increased pace of change
- Changing employee expectations
- Changing customer expectations

...with a foundation of:

transparency

internal
collaboration

performance
management



Refresh

Understand the emerging competencies critical to success



Create experience-driven programs to build these skills at all leadership levels



Measure leadership success using a new lens





Taking leadership from “here” to “there”

Breakout Activity





Leadership Story: Oregon

Flipping the organization on its head

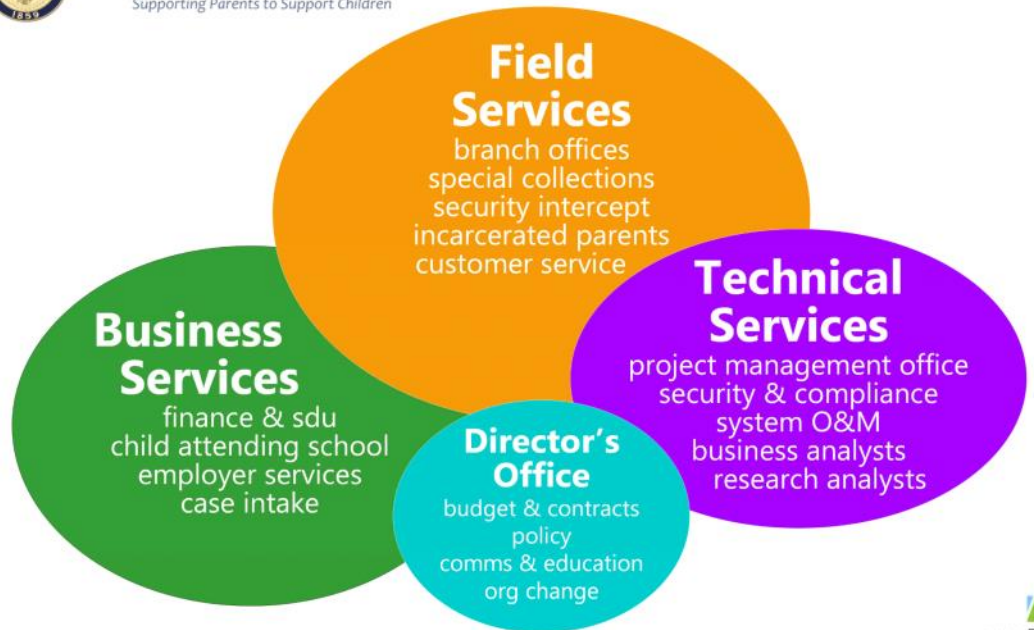




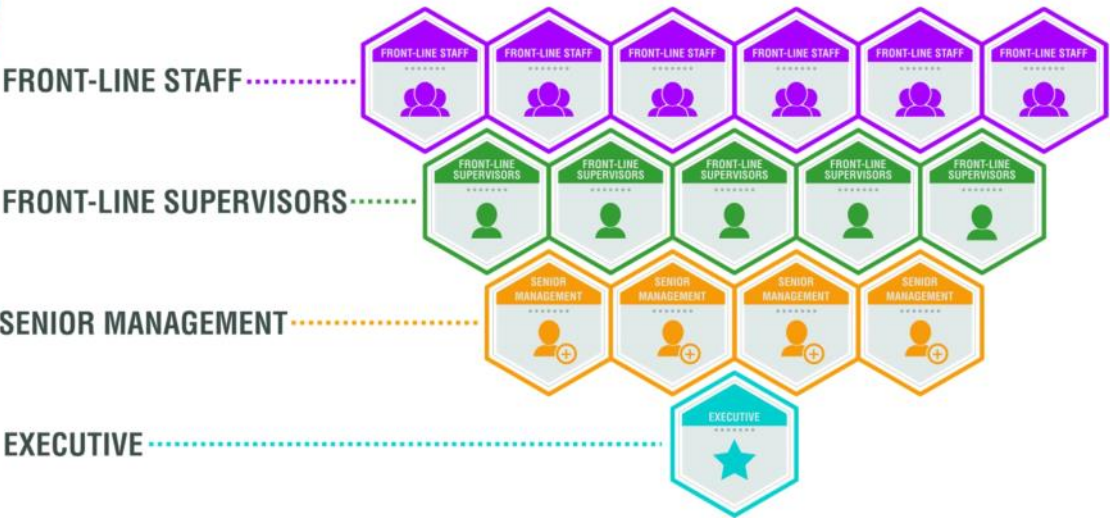
Oregon Department of Justice

Oregon Child Support Program

Supporting Parents to Support Children



Oregon: Flipping the Org Chart on its Head





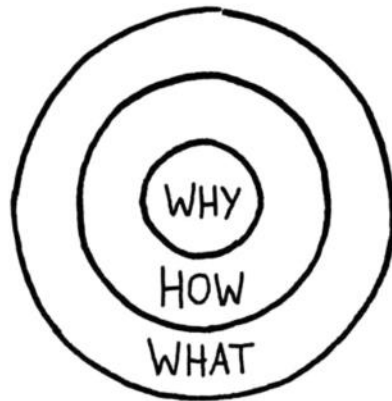
Leadership Story: Wyoming

Moving mountains





THE GOLDEN CIRCLE



LEAD PEOPLE

MANAGE WORK.

UNDERSTAND
BOTH.



Leadership Story: California

Modern Leadership

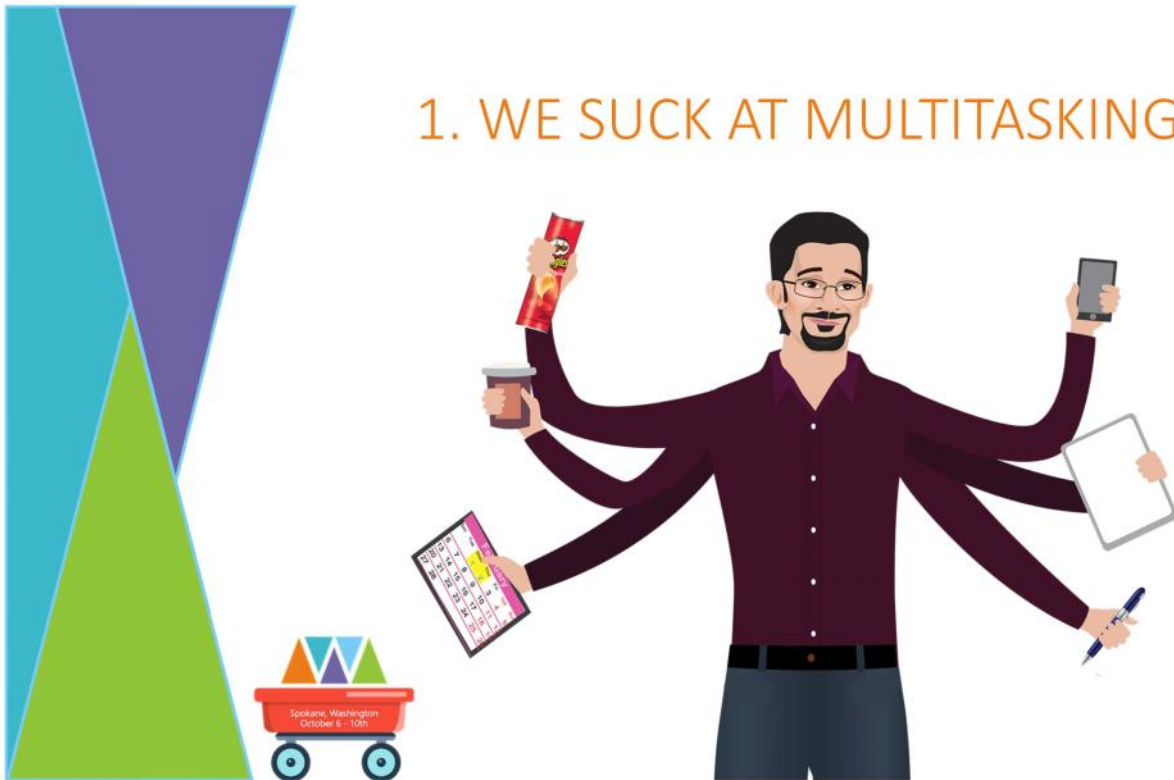




The Kilgore Four-Step Plan for Modern Leadership



1. WE SUCK AT MULTITASKING





Nail it Down:

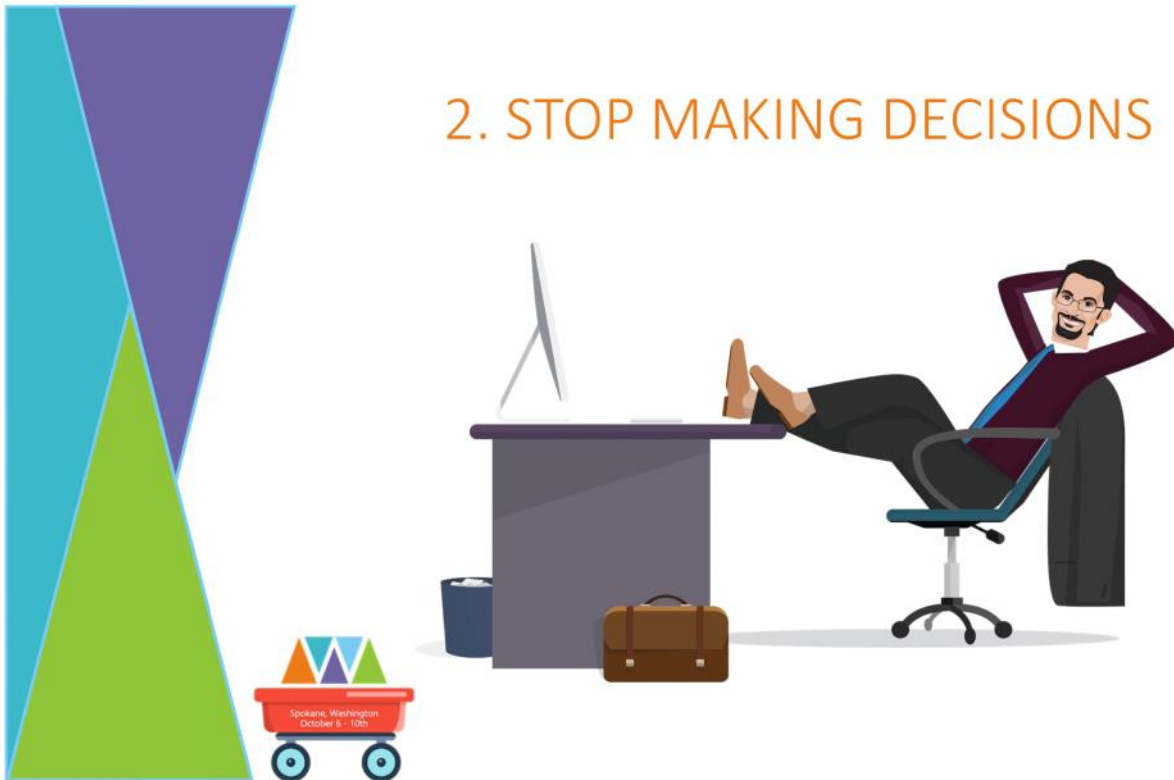
- Sprint Process
 - One problem
 - All decision makers
 - Solution in one week
 - Move it along

Simplify:

- Strategic Plan
 - Keep the vision large
 - Keep the actions focused
 - 150 Initiatives, picked 5
 - What can we do next year?



2. STOP MAKING DECISIONS





Push it out:

- Exec Team
- County Directors
- Empower and Trust!

Hackathon:

- 21 Teams
- RFCs dating to 2011
- 15 projects fully completed in two weeks



3. OVERCOMMUNICATE





Same message, different delivery:

- All Staff emails
- Exec, Division, Team meetings
- Director's weekly message
- Cross-Comms
- Organizational Change Management Unit
- Stakeholder Calls
- Piloting Workspace





4. LIGHTEN UP





Your Staff Works Hard:

- Take the pressure off
- Is it a deadline to die for?
- Share the good news
- Blame things, praise people
- Get silly



QUESTIONS?





What ideas are you most excited to implement when you return to your office?

Group Debrief





What support will you need to make the change?

Group Debrief







Thank you for attending!



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