

Best Practices are the Enemy of Innovation

Patrick Ibarra, The Mejorando Group
Conference Presenter



Today's Presenter



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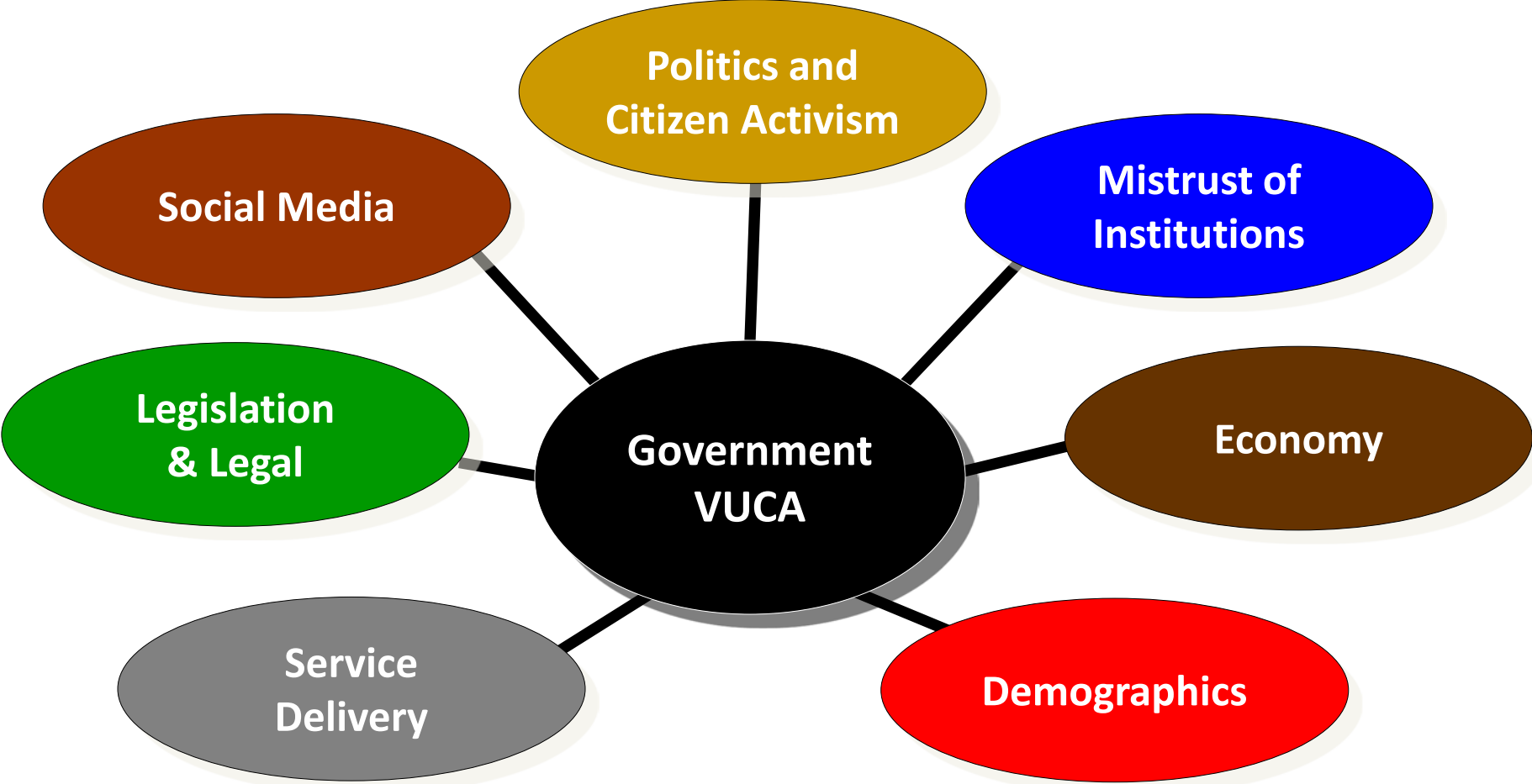
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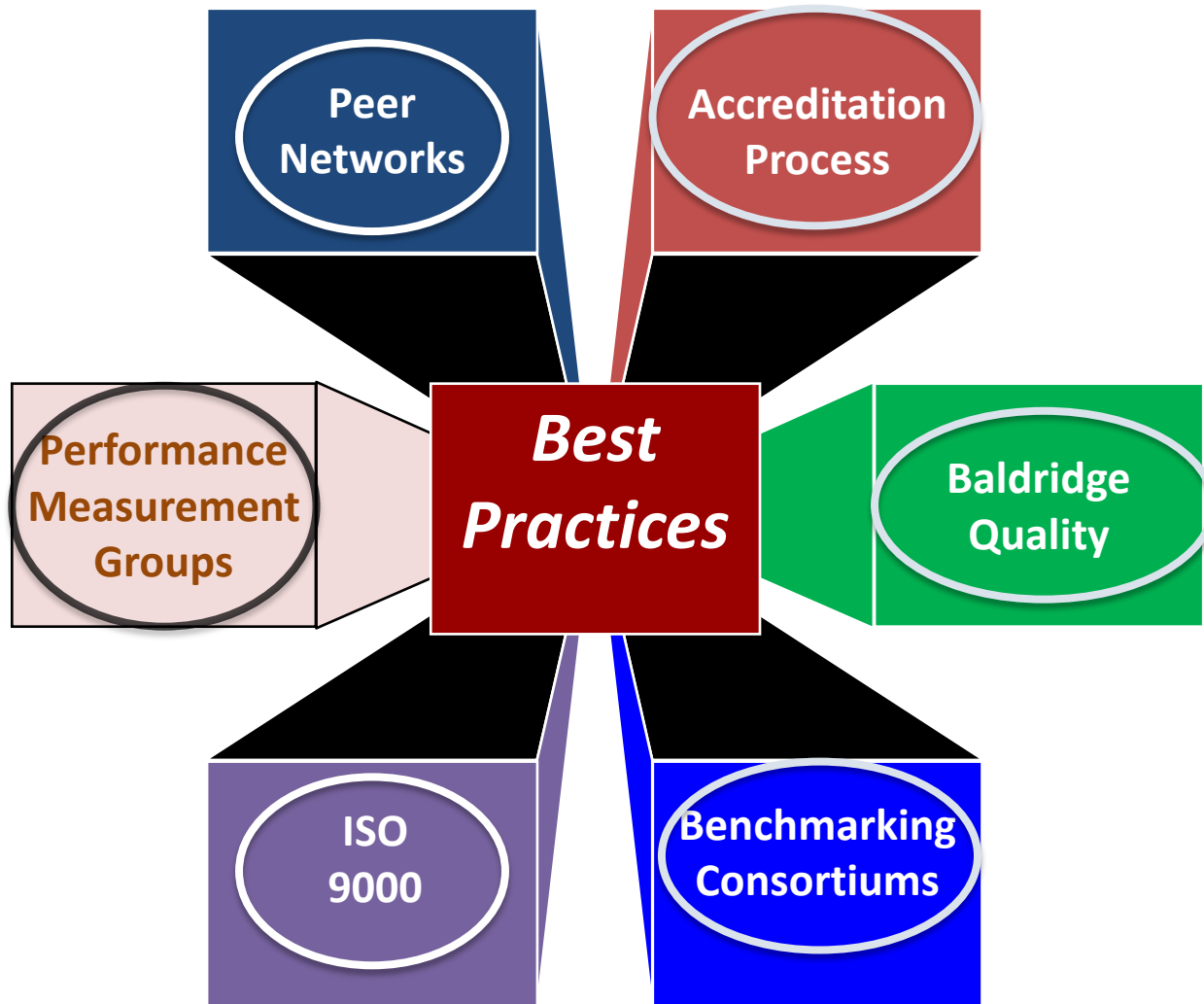


“Be ready to revise any system, scrap any method, abandon any theory, if the success of the job requires it.”

Henry Ford

Future Factors







*“Playing it Safe
is no longer
Playing it
Smart.”*

Emerging Model of Government

**More Disciplined
Focus on Core
Services**

**Demonstrating
Value**

**Integration of
Technology into
Service Delivery**

**Ever-
Learning
Employees**

**Shared
Services**

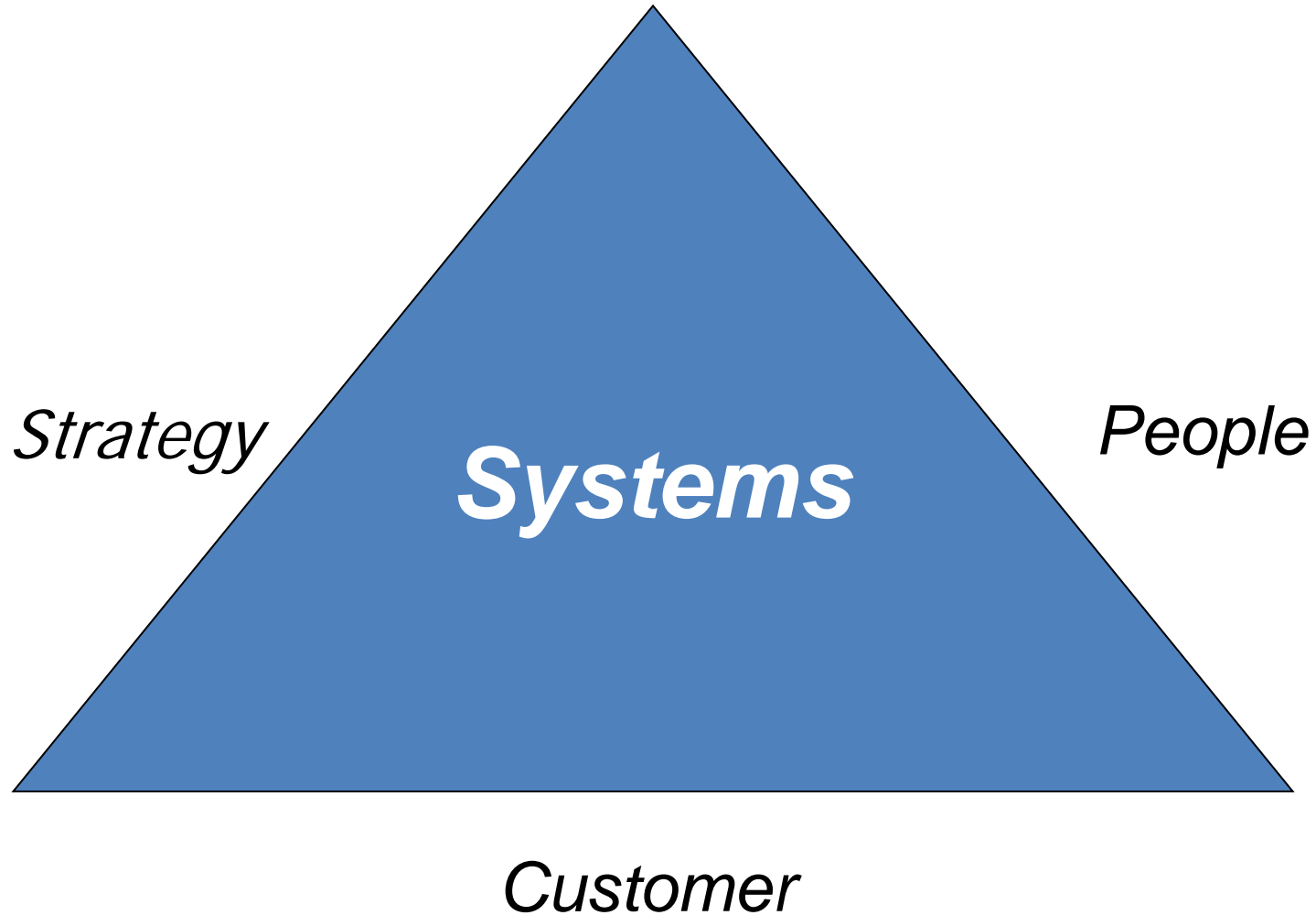
**Non-Govt
Solutions**

**Authentic
Civic
Engagement**

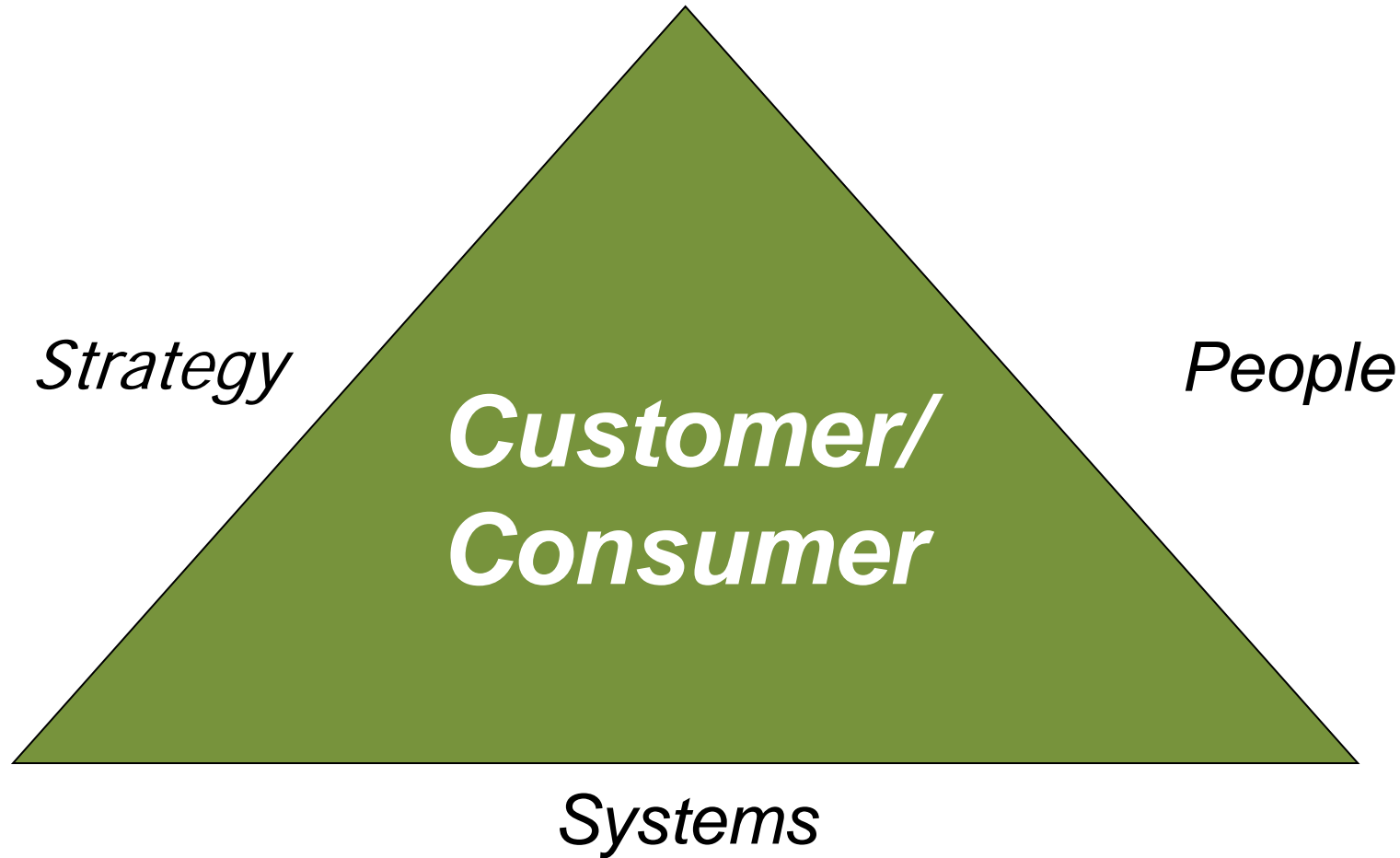
**Changes in
Workforce**

**New
Compensation
Approach**

Traditional Approach



Design Thinking Approach

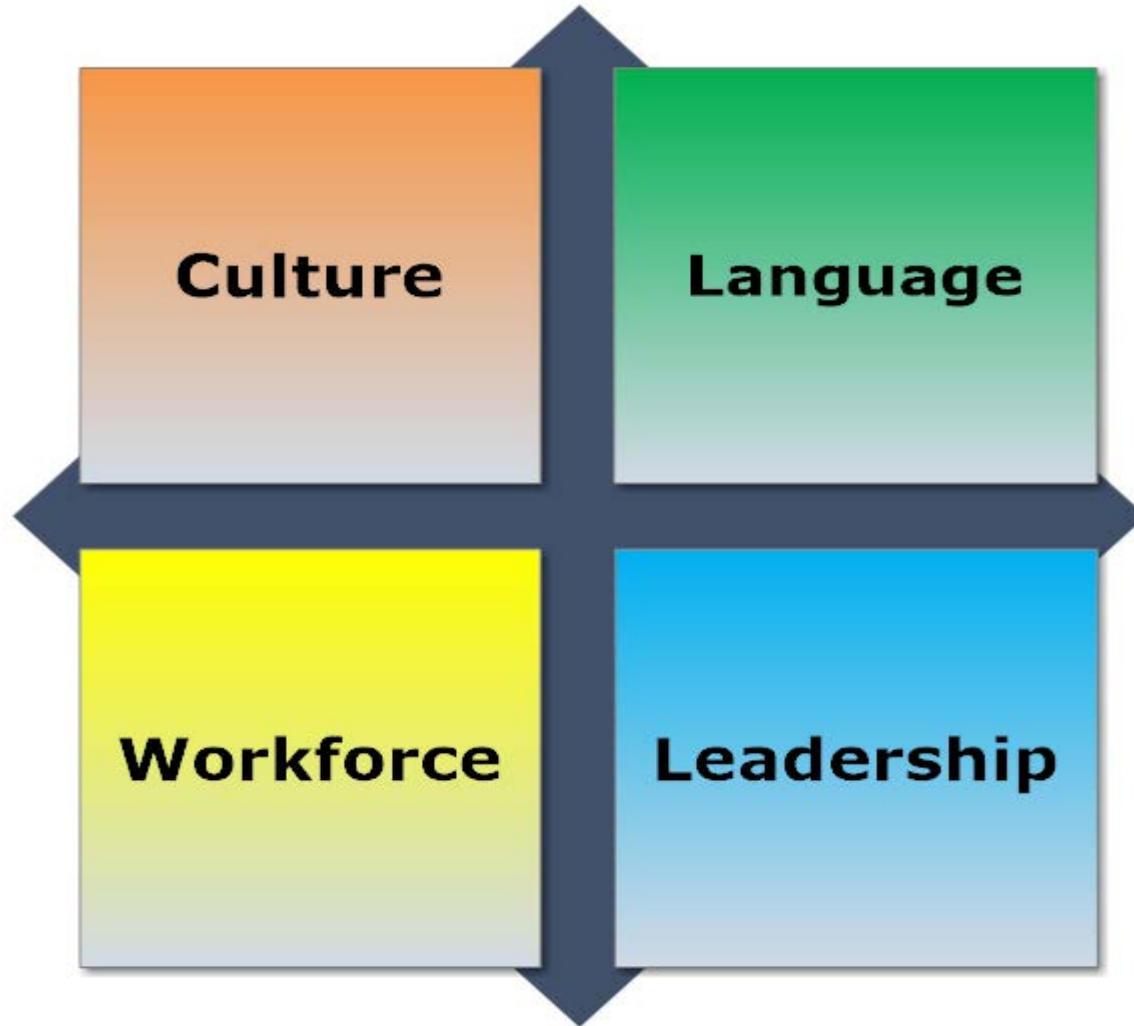




***“At Apple, we never
invented anything.
We just happened to
find it.”***

Steve Jobs

Four Drivers of Innovation



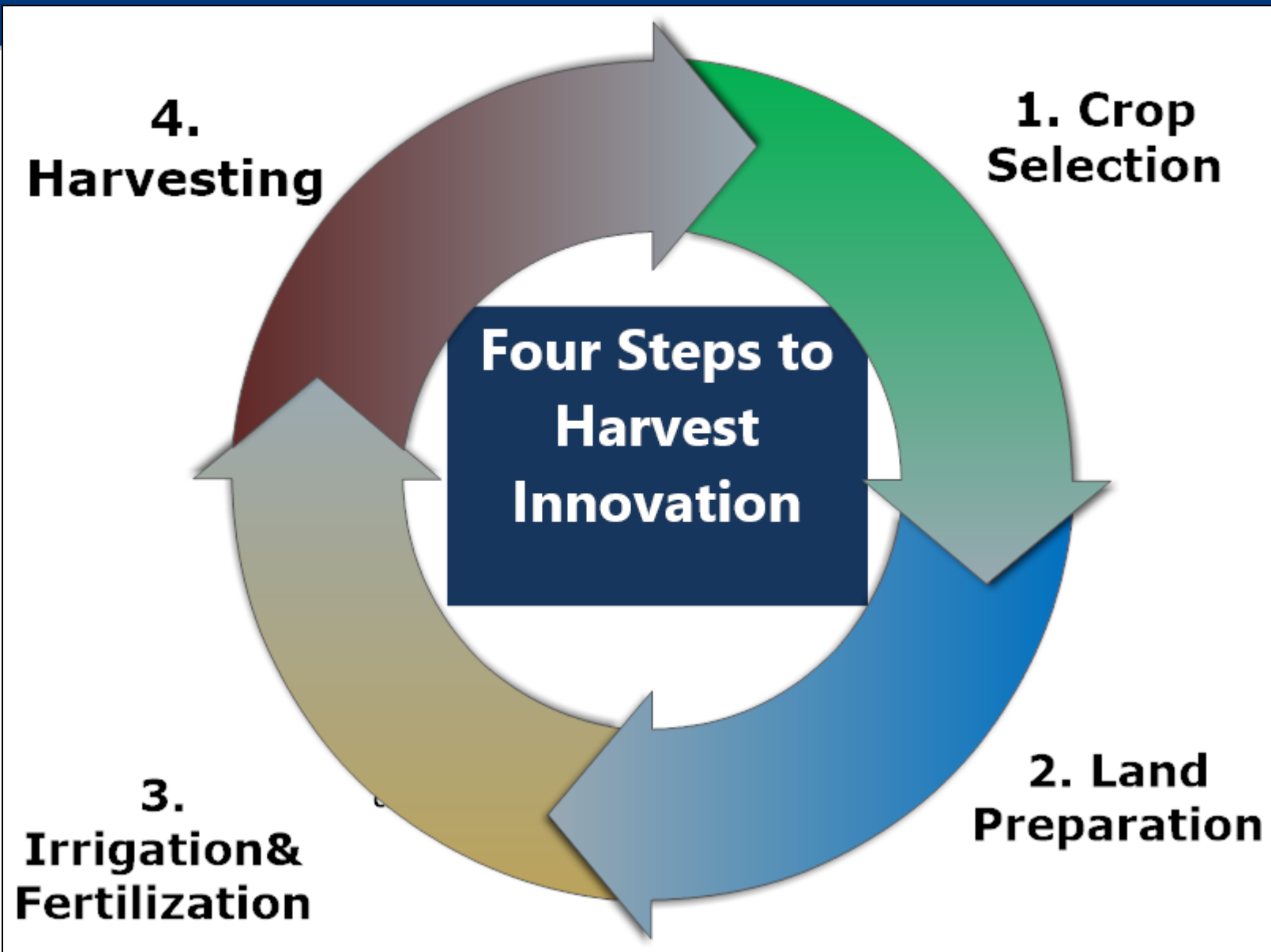
***“Learn the rules like
a pro so you can
break them like an
artist.”***

-Pablo Picasso

Our language

1. Elected officials
2. Public meeting
3. Statute/Ordinance
4. Budget
5. Sunshine law
6. Regulation
7. Policy
8. Public
9. Media
10. Citizens

1. Passion
2. Imagination
3. Pride
4. Innovation
5. Discretion
6. Think different
7. 100 things 1% better
8. Results
9. Explore
10. Entrepreneurial



Harvest Innovation

1. Crop Selection



- Write down questions that challenge the status quo
- Pay attention to emerging trends
- If it's not broken, break it!
- Look outside government
- Idea exchange
- Idea Wall
- Tours
- Guest Speakers
- Book Club
- Seek out novices

Harvest Innovation

2. Land Preparation



- Pay attention to emerging trends
- Define your organization differently
- Spot unarticulated needs
- Smart risk-taking
- Ask lots of mission questions
- Who benefits - Customer or employees, or both.
- Just because you can doesn't mean you should – Need vs. Nice.

Harvest Innovation



3. Irrigation and Fertilization

- Resist Bureaucratic Gravity and Analysis Paralysis
- Show support
- Provide oxygen
- Mindset of Next Practices



Harvest Innovation



4. Harvesting

- **Implementation**
- **Innovation is often iterative**
- **It's Not Perfect, Polished and Packaged**
- **Ambiguity reigns**
- **Defining success**
- **Embed into the organizational mindset**

“I never did anything worth doing by accident, nor did any of my inventions come by accident; they came by work”

-Plato

My Innovation Muscles

1. Expose yourself to a different point of view
2. Read non-government publications and web sites – *Flame starters!*
3. Ask more questions & challenge assumptions
4. Explore the arts
5. Travel in the discomfort zone
6. Explore new and unrelated things, then synthesize
7. Observe – imagine you're an anthropologist
8. Write things down
9. Think Different is the outcome
10. Read about Innovation, Change and Leadership

The Mejorando Group

Who are we? A Solutions Provider

What do we do? Partner with government leaders to implement solutions that improve organizational performance.

How do we do that? We provide expertise in:

- Your Leadership Playbook
- Organizational Effectiveness Strategies
- Talent Management and Succession Planning
- Strategic Planning Facilitation
- Leadership and Management Skills Training

How do you contact us? Patrick Ibarra, 925-518-0187 or patrick@gettingbetterallthetime.com

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Our mission is to help organizations and their members “get better all the time”