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# Changing the Organizational Culture

- True or False?
    - ❑ Public and private sectors are very different.
    - ❑ Organizational silos are useful.
    - ❑ Efficiency = Effectiveness.
    - ❑ Change is easy.
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# The Governor's Challenge

- Transform the State's workforce system.
  - Move a bureaucratic agency into the future.
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# What I Found!

- Focus on paper, not people
  - Lack of training
  - “We’ve always done it this way!”
  - Top down decision-making
  - Silos
  - Resistance to change
  - Good people
  - ***And that’s just the agency!***
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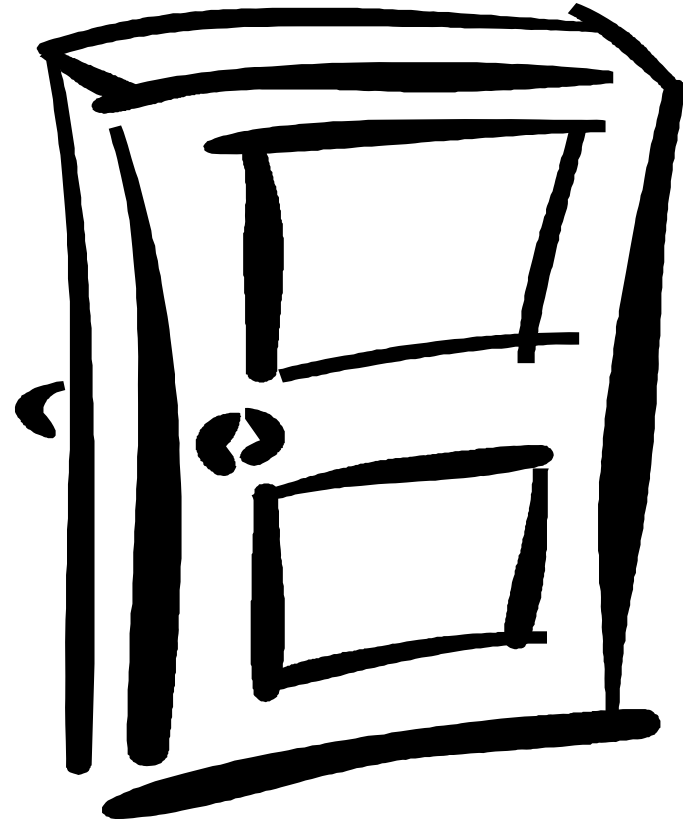
# Signs and Symbols

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Everywhere

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# Walls and Doors



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# Donuts and Christmas Trees



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# What Then?

- Vision
  - Mission
  - Values
  - Laying the context for change
  - Communicate! Communicate!  
Communicate!
  - Setting clear expectations
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# Significant Emotional Events

- The new team and new direction
  - Hurricane Katrina
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# Where we are?

- Human Capital
  - Financial
  - Customers
  - Partners
  - Perceptions
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# How Will We Measure Our Success?

- The Big Rocks
    - Employment
    - Customer Service
    - Business Community
    - Process Efficiency
    - Teamwork
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**We Are Not the Unemployment Office!**

**Our Mission is –**

***Increasing Employment in Mississippi***

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