



Transforming Performance in the Public Sector

Center for American Progress Conference
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Improving performance in government

- How can agencies improve their management practices and operational activities to be more efficient and effective?
- How can they successfully overcome the obstacles and challenges that get in their way?

Performance transformation



Elements of successful public sector transformations

1 **Aspire**

2 **Assess**

3 **Architect**

4 **Act**

5 **Advance**

1 **Aspire**

Set lofty goals for policy, performance, and health

- Link aspirations to the mission
- Use events as a call to action

2 Assess

Understand the organization – including its strengths and underlying mind-sets

- Set a performance baseline
- Identify existing pockets of success on which to build
- Get to know the people

3 Architect

Plan for deep-seated change over time

- Plan initiatives to deliver in the short, medium, and long term
- Include initiatives focused on shifting mind-sets and behaviors

4 Act

Create accountability inside and outside the organization

- Routinely set expectations and monitor progress
- Create external pressure so the change will stick

5 Advance

Build the organization for the future

- Identify change leadership and provide incentives to encourage participation
- Build broad-based change capabilities

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