



GOVERNMENT EDITION

increasing government's capacity to do more good

June 30, 2010 Washington, DC

Complimentary Keynote Event

An invitation-only event with Ken Miller author of *We Don't Make Widgets: Overcoming the Myths that Keep Government from Radically Improving*. Join us for this engaging keynote and book signing as Ken talks about:

- The one and only thing government needs to focus on to get out of this crisis
- The DNA of government complexity and how we can genetically modify it
- How to spot the “moldy” thinking that is making us all sick
- How to get rid of 40% of your agency's workload
- What the next generation of customers and employees are going to do to your operations
- Why technology isn't the answer



Ken Miller

Author of the renowned books *We Don't Make Widgets* and *The Change Agent's Guide to Radical Improvement* and Founder of the Change and Innovation Agency.

THE CENTER FOR
RADICAL IMPROVEMENT
Radical Ideas. Passionate People. Big Solutions.



increasing government's capacity to do more good

Government is under incredible pressure right now. The economic crisis has hit us with a double whammy: exponential increases in demand and dramatically reduced resources. Government simply doesn't have the capacity to do all the good we want to do in this world.

How have we responded to these new pressures? By trotting out the old ideas. More blue ribbon panels, travel moratoriums and calls for accountability. We cut back on paper clips and cut out the training. We outsource, upgrade and rightsize. Meanwhile droves of new customers are stuck on our porch waiting to knock on our door and ask for help.

The house of government doesn't need another layer of paint or some new carpet it needs an **extreme makeover**. And just like on the show it needs it done fast!

Our house is full of "moldy ideas" that are making everyone sick and our pipes are bursting from the ever increasing demands. We can stand around arguing whether the house is too big or costs too much or we can grab some tools and fix it up. This presentation makes obvious the real problems plaguing government, how you can join the crew and gives you the tools to complete the makeover.

You will learn:

- The one and only thing government needs to focus on to get out of this crisis
- How government can perform its vital functions 80% faster at less cost with better quality
- The DNA of government complexity and how we can genetically modify it
- How to spot the "moldy" thinking that is making us all sick
- How to get rid of 40% of your agency's workload
- Where the hidden costs of government are
- What the next generation of customers and employees are going to do to your operations
- Why technology isn't the answer

Most importantly you will learn a new way of seeing the work of government and better way to make that work great.

“Ken Miller is changing government by getting federal employees to start thinking differently about our customers and the widgets we produce.”

- U.S. Federal Government Employee

Some Recent Government Audiences That Have Enjoyed Ken Miller

U.S. Agency for International Development
U.S. Department of Agriculture
U.S. Department of Defense
U.S. Department of Education
U.S. Department of Health and Human Services
U.S. Department of Housing and Urban Development
U.S. Department of Interior
U.S. Department of Justice
U.S. Department of Labor
U.S. Department of State
U.S. Department of Transportation
U.S. Department of Treasury
U.S. Department of Veterans Affairs
U.S. General Services Administration
Environmental Protection Agency
Pension Benefit Guaranty Corporation
Small Business Administration
Social Security Administration

American Society for Quality
Association of Government Accountants
City of Chicago
City of Minneapolis
Fairfax County, VA
Federation of Tax Administrators
Kenyan Federal Government, Africa
Louisiana Department of Revenue
Minnesota Department of Revenue
National Association of State Treasurers
National Association of State Personnel Executives
Nigerian Communications Commission
Oregon Legislature
San Diego County
State of Iowa
State of Michigan
State of Utah
State of Washington



Watch clips of Ken at www.c4ri.org

Registration

8:00 a.m. - 8:45 a.m.

Opening Remarks and Introduction

8:45 a.m. - 9:00 a.m.

Keynote

9:00 a.m. - 10:30 a.m.

venue

The Extreme Makeover: Government Edition Keynote will be held at the National Academy of Public Administration*.

The National Academy of Public Administration
900 7th Street N.W., Suite 600
Washington, DC 20001

what you will receive

handouts and articles

a copy of the *We Don't Make Widgets* book

registration

This event is **complimentary** and **by invitation only**. To request an invitation or to receive more information regarding the event, please call Jeffrey Press at 703-286-7900 or email him at press@c4ri.org.



The Center for Radical Improvement is registered with the National Association of State Boards of Accountancy (NASBA), as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org

Earn 1.5 CPE Credits
Program Level: Beginner
Delivery Method: Group-Live

Prerequisites: None
Field of Study: Management Advisory Services

Contact Information: For more information regarding a refund, complaint and/or program cancellation policies, please contact our office at 703-286-7900.

*The views expressed are those of the speaker(s) and do not necessarily represent the views of the National Academy of Public Administration.



About Ken

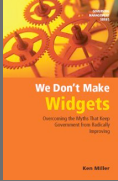
Ken Miller is the founder of the Change and Innovation Agency, a firm dedicated to helping its clients radically improve. Ken was named one of the **country's top change agents by Fast Company Magazine** (by a judging panel that included Tom Peters). He has worked with amazing people in tough environments to tackle the big issues like:

- How can we best organize the resources of a community to fight poverty?
- How can we overcome the barriers that prevent most inner city kids from going to college?
- Where's my tax refund?
- How do we make a child abuse hotline as responsive and reliable as 911?
- How can we get union workers in psychiatric facilities to say "Thank God it's Monday"?
- How can we bring the radical improvements of manufacturing to the 85% of the workforce that doesn't make widgets?
- Why is this DMV line so brutally long?

As Deputy Director of the Missouri Department of Revenue he led the effort to transform a government agency responsible for collecting taxes and licensing cars and drivers into a **State Quality Award winner** – one of only a handful of government agencies in the country to receive such a distinction. In the three years he was there, they reduced the time to issue tax refunds by 80% (fastest in the nation) at less cost and cut wait times in motor vehicle offices by half. Ken was then named Director of Performance Improvement for Missouri State Government, one of only two states to receive an **A grade from Governing magazine** for Managing for Results.

Ken is the author of **The Change Agent's Guide to Radical Improvement** and **We Don't Make Widgets: Overcoming the Myths that Keep Government from Radically Improving**.

Change & Innovation
agency *radically improve performance*



Praise for **We Don't Make Widgets**

"We Don't Make Widgets is an eminently readable treatise on how government should rethink its approach to everything from child protection to issuing drivers' licenses. Miller's send-ups of blue ribbon panels, performance-based budgeting, pay-for-performance, and reorganization as governmental panaceas are worth the price of the book."

-- **Jonathan Walters**

Staff correspondent for Governing magazine and author of Measuring Up: Governing's Guide to Performance Measurement for Geniuses (and Other Public Managers)

"Don't buy this book if you expect to have all of your management and leadership skills validated. Don't buy it if you want a book that will make you comfortable. But if you want a book that will stimulate your thinking about performance measurement, that has the potential to change how you lead your work team or organization and provides concrete steps for doing so, then this is the book for you."

-- **Michael Lawson**

Director, ICMA Center for Performance Measurement

Read excerpts at
www.wedontmakewidgets.com

about the center

The Center for Radical Improvement is a government think-tank devoted to improving government performance by bringing passionate people together around radical ideas to solve big problems. By combining cutting-edge, alternative thinking from new thought leaders and inspiring, retreat-like learning experiences, our participants leave with totally new ways of tackling age-old problems.

You wouldn't expect radical ideas to come in stuffy seminars or dreadful PowerPoint slides. That's why we bring you different options and completely different experiences. However you engage with The Center for Radical Improvement, we promise you a unique, rewarding experience.

we promise

- ◇ No buzzwords and jargon. Putting two buzzwords together does not make it a new idea
- ◇ No panels where people say "I don't mean to repeat everything the first speaker said" and then do anyway
- ◇ No "best practices" from people whose only expertise is that they tried it three months before you did
- ◇ No conference bags with more logos than a NASCAR driver
- ◇ Not to say a session is going to be interactive and then proceed to never ask a question or engage the audience
- ◇ Not to try to solve all of your problems or provide you with strategies from 30,000 feet

So now that you know what we won't do, you are probably wondering what we will do! We guarantee that you will be provided with: **new ideas with hands-on application**, tailored to **your specific issues** from **engaging experts** who can **actually teach**. We obsess over every detail of the experience. You bring an open heart and an open mind and we will take care of the rest.

how you can interact with the center

Attend innovative and thought-provoking dialogues, forums and retreats delivered by proven experts, thought leaders, authors and change agents

Attend solution-based events where government managers from around the country come together to tackle a specific issue to and leave with tangible strategies for implementation

Schedule your own event catered to your team to fix a problem immediately and come out with an innovative, actionable and lasting solution

Attend breakfast keynotes and book signings led by leaders in the field for the dissemination of best practices and lessons learned

Check out our online resource center where you can view the latest articles, white papers, videos and webinars from top change agents

Live web conferences where you and your team can tackle a specific problem immediately without the hassle of travel expenses



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Field of Study: Management Advisory Services

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