



# WELCOME!

## Doing More With Less

### Collaborative Leadership for Service Delivery Workshop

April 28, 2011



# Today's Agenda

- 8:30 *Registration & Networking*
- 9:00 *Welcome – Mayor Hanna, Appleton, WI*
- 9:20 *Panel Discussion: Collaboration – When is it Right?*
- 10:20 *Break*
- 10:30 *Panel Discussion: Getting to Yes*
- 11:30 *Facilitation Local Collaborations & Lean Government – Tom Mosgaller, UW-Madison*
- 11:50 *Concluding Remarks*
- 12:00 *Local Lunch Roundtable Discussions*

# About Us: Local Government Institute

Non-profit, Non-partisan organization representing citizens of Wisconsin and created to conduct research, enhance collaboration and educate the public and policy makers on ways to improve local government's ability to serve the people.



# Welcome Address

*Mayor Tim Hanna, Appleton, WI*

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# Collaboration: When is it right?

*How do you know when there is an opportunity  
to share services?*

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Christy Cramer, Senior Economic Consultant, Ruekert & Mielke  
Dave Varana, Manager State and Local Government Group, Baker Tilly  
Dean Zuleger, Administrator, Village of Weston, WI



# Collaboration: When is it right?

## Christy Cramer

### – Essential points

- Bold leadership must be present
  - Waukesha County Dispatch
- Shared perception of benefits
  - Racine Revenue Sharing
- Obvious examples of duplication
  - Water utility towers example

# Collaboration: When is it right?

Dave Varana

– Essential points

- Functions that are under the radar
  - Functions that work better across geographies
  - Role of community identity
- Usually trumped by... workforce change
  - Retirements of key staff
  - Boomer succession risks
- External factors
  - Never waste a crisis

# Collaboration: When is it right?

## Dean Zuleger

### – Essential points

- Identify significant potential fiscal benefits
- Leadership
  - Look to key staff input
  - Community expectations and requirements
- Build on current partnerships



# Panel Discussion

## Question #1

*What types of services are more suitable for cooperative efforts?*

# Panel Discussion

## Question #2

*What do you mean by “Leadership”  
relative to cooperative efforts?*

# Panel Discussion

## Question #3

*Who will we need to involve  
in evaluating opportunities?*

# Panel Discussion

## Question #4

*What are the best strategies for communicating potential benefits?*

# Panel Discussion

## Question #5

*Are full consolidations more desirable than other forms of cooperative effort?*

# Panel Discussion

## Question #6

*How does “Community Identity”  
play into the equation?*

# Panel Discussion

## Question #7

*What are typical staff concerns  
and how are they best addressed?*

# Break

*Please return promptly,  
session will resume at 10:30*



# Getting to Yes

*How do you get people together and negotiate an agreement to share services?*

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Bill White, Michael Best & Friedrich

John St. Peter, Edgerton, St. Peter, Petak & Rosenfeldt

Andy Phillips, Wisconsin Counties Association

Philip Freeburg, UW-Extension, Local Government Center



# Facilitating Local Collaborations & Lean Government

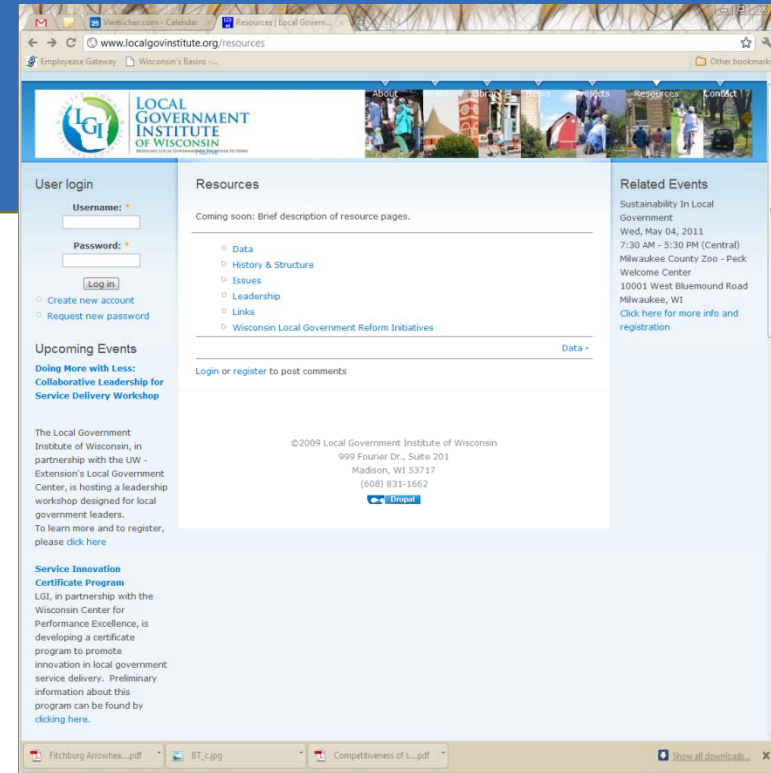
Tom Mosgaller, UW- Madison

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# Resource Directory

The Local Government Institute has compiled a resource directory of case studies and information on various types of collaborative agreements in place throughout the state.

This directory is available at [www.localgovinstitute.org](http://www.localgovinstitute.org) by clicking Resources on the top menu bar.



# Service Innovation Certificate

Certificate program consisting of 6 courses, an individual project and participation in peer group conference calls.

Course topics include:

- Identifying opportunities for change
- Initiating dialog to act on opportunities
- Negotiating agreements
- Implementing and maintaining initiatives
- Communicating value with principals and stakeholders
- Maximizing efficiency of government services and processes.



The Local Government Institute is introducing a new program designed specifically for local government leaders, staff and elected officials interested in doing more with less. The Service Innovation Certificate Program rewards individuals interested in collaboration, innovation and best practice approaches to service provision with recognition, networking opportunities and additional support for implementing new ideas. Certificate candidates will explore topics such as identifying opportunities, negotiating agreements, communicating with stakeholders and maximizing service efficiencies.



# Thank You For Attending!

Presentations & Contact Information for Presenters will be made available on the Local Government Institute website at: [www.localgovinstitute.org](http://www.localgovinstitute.org)

# Local Lunch Discussions

We encourage you to participate in local discussions and networking on the topic of collaboration and service delivery at this time.