

# Trust, Relevance and Re-engaging The Public: New Skills for Changing Times

Association of Government Accountants  
Central Indiana Chapter  
Fall 2011 Professional Development Conference

Presented by  
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# Overview

- DEFINITIONS
- WHY ENGAGE?
- USING QUESTIONS – PRACTICE

# DEFINITIONS

# TRUST

- From *“The Speed of Trust”* (Covey):
  - Integrity (congruence)
  - Intent
  - Capabilities (results)
- Other:
  - Alignment
  - Relationship
  - Accountability

# RELEVANCE

- Suitability
- Availability
- Capability
- Acceptability
- Adaptability
- Reliability

# ENGAGEMENT

- Bind
- Interest
- Interact
- Interlock
- Support
- Sustain

**WHY**

# Why Engage

- “Democracy does not give the people the most skillful government, but it produces what the ablest governments are frequently unable to create, namely an all-pervading and restless activity, a super abundant force, and an energy which is inseparable from it and which may, however unfavorable circumstances may be, produce wonders. These are the true advantages of democracy.”  
-Alexis de Tocqueville, Democracy in America, 1835.

# Why People Don't Engage

- Not motivated
- Overwhelmed
- Not invited
- Fearful or angry
- Don't know how
- Have intentionally disengaged

- “Democracy needs to be reborn in each generation and education is its midwife.”

~John Dewey

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# Results Minneapolis

PUBLIC SAFETY	EDUCATION	NEIGHBORHOOD CONDITIONS	HOUSING & ECONOMIC DEVELOPMENT	RESIDENT HEALTH	ENVIRONMENT
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- [About Results Minneapolis](#)
- [Measures](#)
- [Budget Reports](#)
- [Business Planning](#)
- [City Goals](#)
- [Resident Survey](#)
- [Results Management](#)
- [Department Results Reports](#)

**RELATED LINKS**

- [Alfred P. Sloan Foundation](#)

Welcome to the Results Minneapolis Web site! Inspired by discussions with residents, this site strives to be a public-friendly gateway to performance information on the City's key issues. In our continual quest to become a more results-driven and transparent municipality, we hope you find this site useful and informative.

**See our results:**

- Explore the links above to see progress in key subject areas
- Visit [department progress reports](#) for more detailed results from City departments - Updated Weekly
- Learn about the [City goals](#) and departmental [five-year business plans](#) designed to help the City meet its goals

**Feedback**

We would really appreciate your input, so [contact us](#) and tell us what you think.

*The development of this site was supported by the Alfred P. Sloan Foundation.*

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# Albemarle

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Helpful information about our data collection:

**Targets:**  
If a specific target has been identified for a measure, it will be indicated on the chart. In addition, the County's progress or the trend of the community measures will be noted by the inclusion of a green circle, yellow triangle, or red diamond (seen at the right). Some indicators do not have targets; these will be noted by a gray circle.

**Influence:**  
The County has more influence over its performance in some areas than it has in others. The areas over which the County has limited influence are tracked nonetheless because they are important in identifying community trends. Either "influence" icon (seen at the right) will be displayed on each page.

**Legend:**

- Green Circle ● Indicator is on target.
- Yellow Triangle ▲ Indicator is trailing; need to watch closely.
- Red Diamond ◆ Indicator is not on target.
- Gray Circle ● Target is not used for this data.

**Influence Icons:**

-  Limited Influence
-  More Influence

**LINKS**

- "Virginia Performs" Sta Performance Manage Website ▶
- 2008 Citizen Survey ▶
- 2008 Annual Report o of the County ▶
- FY 2007-2010 Strateg Report ▶
- 2009 Comprehensive Financial Report ▶
- FY 2010-2011 Adopte
- Albemarle County Sch Balanced Scorecard ▶
- 2011 Annual Report o of the County ▶

**Contact The Department**

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Charlottesville, VA 229  
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[Email the Department](#)

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# Skills Training – QFT™

# QFT™

- “We need to reinvent the accounting profession to meet the public’s expectations.”

# Final Thought

- “Good ideas are not adopted automatically. They must be driven into practice with courageous patience.”

~Admiral Hyman Rickover