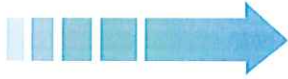


The New Paradigm in Local Government



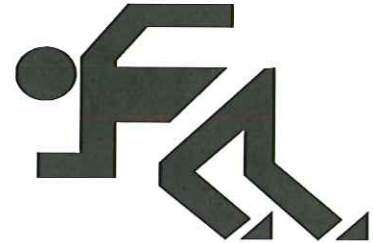
A Seminar on Moving into the Post-Bureaucratic Era

A ONE DAY SEMINAR FOR LOCAL GOVERNMENT OFFICIALS ON PERFORMANCE-BASED GOVERNMENT

- ⇒ Coping unsuccessfully with collapsing transfers, tax resistance, unhappy service users?
 - ⇒ Losing patience with traditional management approaches involving service cuts and tax hikes?
 - ⇒ Now available - a practical and timely seminar for practitioners of Ontario local government

HOW TO BRING A PERFORMANCE FOCUS TO YOUR LOCAL GOVERNMENT

- Creating a performance and customer framework in government departments
- How your government can spend less without cutting services
- Why public employees are "good people trapped in bad systems"
- The SILI problem in local government and how to fix it
- Why your budgeting system rewards wasteful spending
- The difference between an input, output, and an outcome
- The importance of transparency in government
- The concept of core business
- Steering versus rowing
- Mining the balance sheet

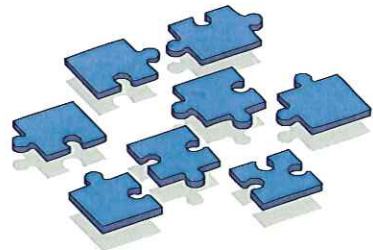


LEARN FROM PLACES WHERE

- The city manager increased services by a quarter, upped government salaries by 35%, and cut the budget by 49.5%
- Government employees saved their jobs by out-competing the private sector
- Municipalities tie bonuses and salaries to citizen satisfaction with services
- Departments operate on a bottom line, business model basis
- Twenty-five employees run a city of 32,000 people

GAIN A NON-TECHNICAL OVERVIEW: TOOLS FOR BUILDING PERFORMANCE-BASED GOVERNMENT

- Activity-based costing
- Performance measurements, contracts, and benchmarks
- Procedures for making the "system" benefit from change, not resist it
- Transitioning strategies to the post-bureaucratic model



THE BOTTOM LINE

- Restore community confidence in your local government
- Reduce costs by 20% to 40% without cutting services
- The most effective approach to economic development
- Improve staff morale in tough times

WHAT OTHER ATTENDEES SAID ABOUT THIS SEMINAR:

"A worthwhile seminar that highlights interesting new directions for local government ... a tour of uncharted areas that paints an exciting picture of customer-oriented government."

Max Radliff, Mayor, Lindsay, Ontario

"The workshop can only be described by myself and the participants as innovative, provocative in the sense that it forced the participants to look at providing municipal services in a more innovative way than has been thought of in the past."

Bob Small, C.A.O., Huntsville, Ontario

"Innovative and fresh ideas for dealing with the harsh financial facts of local government today."

Peter Dykie Jr., Councillor, Bradford, Ontario

"Very clear."

Chad Bicklmeier, Councillor, Dauphin, Manitoba

"Truly sensational ... a must seminar for those seeking to cope with the change upon us."

Doug Wellman, Councillor, Pickering, Ontario

WHO SHOULD PARTICIPATE?

- ⇒ Elected officials frustrated with no-win approaches of service cuts and tax increases
- ⇒ Senior managers and decision-makers coping with slashed transfers
- ⇒ Innovators in government seeking brain food & practical methods for the challenge ahead

ARRANGE YOUR SEMINAR NOW

FOR MORE INFORMATION

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