BUSINESS DEVELOPMENT GROUP (BDG)

CASE STUDY

COUNTY GOVERNMENT EXECUTIVE DRIVES LEADERSHIP WITH CONTINUOUS PROFESSIONAL GROWTH AND DEVELOPMENT

EXECUTIVE SUMMARY

BDG INVOLVEMENT WITH GOVERNMENT SERVICES

County governing body responsible for overseeing all operations while ensuring effective and efficient operations and services to their constituents

- Ensure adequate delivery of services to the community
- Reduce the costs of conducting county business and enhanced customer services
- Ensure long term fiscal stability

THE CHALLENGES

County government leadership team needed help in the deployment of an ongoing leadership academy with programs for new and aspiring leaders to become an effective and efficient workforce by developing goals, improving performance standards, increasing communications, and reducing conflicts.

- People being promoted into leadership positions without adequate leadership skills or training
- Departments were not working effectively to achieve the County goals
- Customer relations needed strengthening
- New management did not have team adequate techniques and tools
- Lack of customer-focused, high-performance team, problem solving and poor communications at all levels
- Inadequate county-wide change initiatives implementation

SOLUTIONS

- Conducted departmental performance needs analysis to determine appropriate performance service and development needs
- Facilitated needs analysis and jointly revised goals, developed appropriate definitions and performance expectations
- Designed and implemented a fact-based service plan to meet customer needs
- Coached department leaders in the analysis, design, and implementation of requisite changes

IMPACT ON CLIENT'S BUSINESS

Achieved the following improvements county departments

- Reduced customer response time by 50%
- Reduced employee turnover by 25%
- Increased process effectiveness by 18%
- Increased process efficiency by 35%
- Assisted development of a work plan performance process to increase employee feedback from annual to weekly