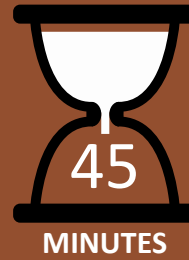




# Waves of Change

*AWCBC Staff Learning Symposium  
September 29 to October 2, 2019*

You have just listened to Alfredo Tan's message about the need for our organizations to embrace the future and stay ahead of change. It is time to champion innovation and transform the customer experience at all touch points. At this table, we have gathered together, as much as possible, colleagues from across the country doing similar work. You are asked to share what innovative initiatives are underway in your Board/Commission and in your job to meet the modern needs and expectations of both the internal and external clients you serve.



## Getting Organized

### **Change seats.**

Move to the table number shown on your name tag.

### **Introduce yourselves.**

Name, jurisdiction, and position.

### **Identify a reporter**

This person will report on the discussion to the entire delegation at the end of the session.

## Discussion Time

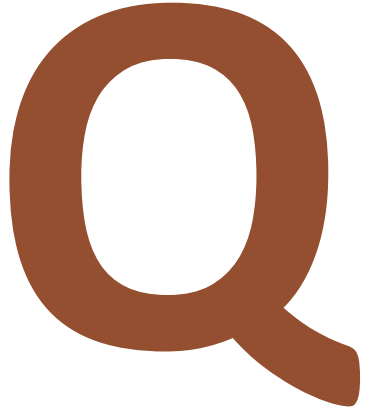
### **Share.**

Ensure that everyone at the table has time to share their experiences. You will have 45 minutes for the group discussion. To help start the conversation, you may consider the following questions.

## Reporting Out

### **Report.**

The reporter will report out to the entire delegation, summarizing innovation underway to meet the current and future needs/expectations of external clients/internal customers.



In your discussions, you may consider:

- What new needs and expectations are you seeing from your external clients/internal customers?
- How is your Board/Commission responding/changing to meet these needs? Use of technology? Changed business processes? Change management?
- Are there specific innovation initiatives underway or plans that you can share? What new products and services have resulted?
- Do you have specific teams assigned to innovation work or an Innovation Lab? Please describe.
- Are there any barriers to innovation? If so, what are they and how are they being addressed.

# Closure

Continue the dialogue during the conference.

Share conversation highlights with your colleagues when you're back at the office.

**Thank You**

