Empowering Public Employees to be Fully Engaged in Their Work with an Entrepreneurial Mindset
Introductions

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Today You Will Learn

• How the City of Albuquerque is developing entrepreneurial attitudes, behaviors, and skills with employees

• How employees are being empowered to take responsibility for solving problems at the front line of their work

• How city employees are transforming the corporate culture of the city workforce
Today You Will Learn

• How city employees are leveraging current resources to create innovative solutions and improved efficiencies.

• How to implement the Ice House Entrepreneurial Mindset Program at your city to engage your workforce
The Problem in the Public Sector

The Gallup organization has shown that only 30% of employees are fully engaged in their work, 40% of employees do their jobs, and 30% are actually disengaged and damaging the work environment.
The Problem in the Public Sector

We are teaching Employees to engage their employees in their work by empowering them to take responsibility for creating innovative change and not waiting for permission to solve problems.
The Story

2015 – Pilot program between Central New Mexico Community College and the City of Albuquerque

2015 – One day overview session with the Mayor and his staff

2016 – Tom hired at the City train all 6000 employees, PSU
The Story

https://www.youtube.com/watch?v=BvfTOzCCHP8
THE ICE HOUSE
ENTREPRENEURSHIP PROGRAM
The **Entrepreneurial Learning Initiative**

- Entrepreneurial mindset education programs
- Keynotes, workshops, facilitator training, and professional development

**Individuals | Organizations | Academic Institutions**
Entrepreneurship is an Opportunity Discovery Process
Opportunity Discovery Requires

- Empathy
- Observation and Inquiry
- Experimentation & Adaptation
- Creativity & Critical Thinking
- Effective Communication
- Teamwork & Collaboration
- Effective Problem Solving
- Resourcefulness & Agility
- Self-Directed Learning
mind-set, *n*

The *underlying* beliefs and tacit assumptions that drive our behavior.
“It is my responsibility to figure out how to make myself useful to others, and by doing so, I can empower myself.”
“Required Reading for Humanity”

Keith Marmer,
Chief Business Officer,
University of Pennsylvania
ICE HOUSE OPPORTUNITY DISCOVERY CANVAS

Problems:
1. Describe the problem you want to solve.
2. Describe the type of people who have this problem.
3. How are they currently solving the problem?

Solutions:
4. Describe your proposed solution.
5. How will your solution be different?
6. Will people buy-in to your solution?

Connections:
7. How will potential stakeholders know about your solution?
8. How will potential stakeholders implement your solution?
9. What final actions need to take place to implement your solution?

Inquiry & Observation
Experimentation & Adaptation
Advocacy & Implementation
Outcomes

700 employees trained
Over 250 projects
Work with Office of Innovation
Engaging other Organizations
Success Stories

“These programs helped me learn how to identify and evaluate opportunities. I am responsible for the City’s Defensive Safety Training Program. With nearly 2,000 trainees a year, the program trains participants to obtain their Certified Operators Permit. With my new mindset, I identified an opportunity to move the program online. As a result, the department’s loss of productivity is projected to be reduced by half and will provide a cost savings of at least $70,000 annually to the city from instructors and material cost savings typically required to deliver the course.”

— Kelly Price, City of Albuquerque Risk Management Department
Success Stories

“I learned that the power to choose empowers us to respond, rather than react, to our circumstances. and that rather than accepting a victim mindset, a growth mindset provides the opportunity to learn and grow from challenging situations. With an entrepreneurial mindset I am encouraging neighborhood associations to be resourceful with the assets, skills, and ideas that exist within their own community to address challenges they face.”

– Sara Mancini, City of Albuquerque Office of Neighborhood Coordination
Success Stories

“You know, I’m not a classroom guy, but learning that I can run my department like a business owner has changed the way me and my guys get things done. I now coach my employees in the entrepreneurial mindset and as a result, the department is significantly improved customer service to the citizens of Albuquerque as well as saving significant tax dollars with our innovations.”

– Rob Vigil, City of Albuquerque Solid Waste Department
https://www.youtube.com/watch?v=DwvjsZHQm8o
How We Do It

Core concepts delivered through face-to-face lectures

Delivery Options:

One day overview - for leadership
Two day express - for supervisors
Four day - full course for frontline employees
Online synchronous Training Course
How You Can do it Too

Take the Course!

May 1st - 8 unit online course
Enroll and get intro lesson free

Use Promo Code 2019TLG for
$100.00 discount

https://courses.teamworklogic.com/p/mindset

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Do you want to be facilitator?

Entrepreneurial Mindset
FACILITATOR CERTIFICATION

June 10 - 12, 2019
St. Charles, Missouri

HOSTED BY:
LINDENWOOD
Contact us Today!

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