# Team Triumphs: A 2018 Innovation Academy Showcase

## Glendale’s Innovation Academy Experience

**Project:** Centralized Customer Service - Enhance service through a one-stop-shop for customers online, in person, and by phone  
**Lessons Learned:**  
- Garnering support from City Managers and executives in advance is critical  
- Understanding and utilizing employee strengths and empowering employees is extremely valuable

## Olathe’s Innovation Academy Experience

**Project:** Idea Booster - Provides opportunities for employees to fast-track ideas by pitching ideas to a panel for pilot funding  
**Lessons Learned:**  
- The more we recognize innovations, the more others will be comfortable.  
- Team approach made project development more efficient  
- Be prepared for bumps in the road and significant time commitment

## What will YOUR Innovation Academy experience be?

- What ideas are bouncing around your organization that need some direction and accountability to get off the ground?  
- How are you working to break down the silos in your organization?  
- How do you identify and develop new line-staff level leaders? How do you identify new innovative ideas that could be implemented?  
- For more information, contact Kim Bradford, Strategic Initiatives Director, by phone at 623.512.8984 or academy@transformgov.org

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**What is the Innovation Academy?**  
The Innovation Academy is an 8-month virtual classroom program with curriculum which guides cities through building cross functional teams, cultivating innovation leadership, and completing an innovation project.

**How did the Academy benefit Olathe and Glendale?**

- Increased employee engagement  
- Developed new leaders  
- Increased accountability  
- Created unified approach  
- Redefined and expanded viewpoint on innovation  
- Promoted teamwork  
- Cultivated an innovation culture

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"At the conclusion of the academy, newly trained innovation leaders return to their departments and provide a spark of innovation inspiration to their coworkers."  
- Emily Vincent
Session Questions and Answers

Had either organization used the concepts of pilots before the academy?

- Yes, Glendale had, but the empowering thing for this project was that pilots had never happened on the line level staff level before. For team members without leadership experience to learn to pilot, plan, and collaborate helped develop new leaders and new ideas.

- In Olathe, employees have experimented and tried new things, but there’s never been a formal piloting process.

From the Innovation Academy pilots, what were the biggest lessons learned?

- For Glendale, piloting a project allowed the city to assess the risks of the project for both citizens and the city. It allows time to evaluate all the different factors. Glendale was excited to initiate their idea, the customer service model, and as new challenges emerged from the project, the pilot allowed them to solve internally without cost or impact to citizens or customers. It will allow them to roll out a model that works.

- For Olathe, the recent project was a tool lending program through the library department. The pilot helped the team gain a better appreciation - they spent nine months dedicated to an idea and they thought it was all figured out, but the pilot had a number of takeaways which they’re still correcting before full implementation.

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