



QUIZ #7 TEXT REPORT - IMPROVE OUR ORGANIZATION – MARK GHILARDUCCI, DIRECTOR, GOVERNOR'S OFFICE OF EMERGENCY SERVICES
THE CONSTANT OF LIFE IS CHANGE

Personal: To advance personal growth, skill or awareness:

1. In my personal life I am always looking for ways to improve my life and processes involved in such. Examples of this range from simple tasks around the house and yard to financial decisions. I only have so much free time in my life. If I can make a change in a routine that saves me time, this can significantly alter the home work > enjoyment balance. This means more time on the things I want to be doing. One that I am re-evaluating currently is just a simple change to my morning routine, If successful this would get me out of the house about five minutes faster. "
2. adapting and adopting improvements to my tools and procedures based on lessons learned from earlier iterations--all regarding community club
3. I consistently live my life fighting to rise above the status quo. Whether it's how I interact with my family, connect with my community, or even involve myself in my church, I try to always find better ways to approach these relationships in a manner that will cause the relationships to continually improve for all involved.
4. I always strive to better myself in order to become a better friend, coworker, and wife.
5. I demonstrated a commitment to drive continuous improvement to achieve better results by outlining a healthy eating plan. To achieve my goals, I know I need to commit to improving my nutrition and fitness.
6. I could not be more in agreement with the lesson of this module or video, at every level. Let me never be content, I say. Keep learning, keep growing, and keep moving. I fear getting too comfortable or complacent in any environment. That environment and myself (and, I hope, those aware folks around me I call friends and family), should not accept the status quo and things simply as they are. Onward and upward.
7. I told the quote to my friends and don't told them it natural because somebody really wise said about change will occurring throughout our life and will be the constant whether we accept it or not. So I help my friend to go with the flow of change and embrace it.
8. My mornings are typically rushed and stressful on weekdays. I am using the mornings to watch these training videos and take the quizzes, so I've had to focus on creating more time in the jam packed a.m. I started by getting up a half hour earlier but was still finding I was stretched for time. This past week I tried shifting things I usually do in the morning - take a shower and pack my lunch - to the night before and so far have found that these small changes have eased the pressure in my morning and have lowered my stress before work.



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9. I am continuously changing my priorities to align with my personal goals and values.
10. View change as good thing and understand that change is constant.
11. I always try to live by "continuous improvement"- whether it is in improving my health, my financial outlook, my personal relationships, or my religious health. I know that life is never perfect so there are always opportunities for improvement and seek those regularly.
12. Change is happening every day in my personal life. Kids growing up through various stages of life. I am constantly looking to improve my personal life through all of the changes. I teach my kids life lessons everyday especially as they grow up throughout their childhood.
13. I always knew the value of a good exercise program. But only in the last year or so, I made a commitment to myself to follow a regular exercise program. I have consciously given a very high priority to walking on a treadmill for 60 minutes each evening, 4 to 6 times a week. I do not worry if I miss some days; I try to get back on track the next day or the day after. This focus on my goal to improve my health through exercise coupled with a little bit of flexibility of how often and when I do the exercise is producing amazing results. I am now more energetic and happier. I am determined to continue on this path of continuously improving my health through regular exercise.
14. Embracing a healthier lifestyle by being mindful of my food choices. A healthier me will allow me to be more physically and continue to support an innovative state of mind.
15. Yes, I am constantly thinking, envisioning, and taking steps to improve my way or life and my family lives. I'm growing to change for the better and bring my family along for the ride. Build legacies, be happy, and give back.
16. I believe being adaptable means being resilient. That is how I deal with continuous change. That makes me happier and more satisfied with my life.
17. I embrace change in my life and now it becomes part of my life. I think one can't improve if he/she is not willing to change. I tried different things, accept change, and become little more creative to accomplish my goals. Even in my family life, I have lesson learned and I know to make things work my way I need to be the change I want to see in my family. So far working well. I strive for excellence. I am blessed and I know god gave me this opportunity for a reason.
18. I am currently training for a race and have committed to a program that will help me achieve my goals.
19. I know I change on a personal level as time goes by because my interests and the effort I put into my thought processes have evolved. I hardly sweat the issues now that I struggled with 10 or even 5 years ago. I know I am able to handle more as my life experiences grow.



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- 20. As a parent you have to learn that you must constantly change your parenting techniques and strategies as your child grows and develops. How you are parented when your child was 5 is different how you would parent your child at 16. Therefore, being flexible to move through all the phases of change is critical in the development in building a relationship and effectively communicating with your child.
- 21. I am always crazy busy so no time for break and today after listening to the video I made 15 minutes for myself and took a lunch where I didn't do any work and enjoyed my lunch to the fullest.
- 22. Changed my outlook toward life to be more accepting of changes. Life is adaptable and organically susceptible to changes.
- 23. I have always found a way to adapt to change in my personal life. It is hard at times, but I truly believe it helps us all grow. I still struggle with this at times. I struggle with accepting change. I agree that the one constant of life is change.

Professional: professional development or work related:

- 1. Professionally I am working in conjunction with a programmer on a data base for a major program. This program has been around for 35+ years and has always used a little paper and no real hardware inventory or tracking system. For years I have been saying we need to do something different. Several years ago, I finally got some attention for this and have started moving forward. We have now rolled out a full functioning system this spring and are currently working on a 1.1 version that should remove several bugs and add a little requested functionality. This is something I am working on today as I work on this document. It is good to see several years of effort finally moving forward and improving one aspect of our day to day lives in my program."
- 2. Rolling with and helping guide when applicable new exec team. Also improving was of interacting and tracking work among chiefs.
- 3. One thing that I try to accomplish is to lead my team to greater levels of excellence through collaboration. It is expected that we will work together in our drive for improvement. In virtually every instance, the solutions that come as a result of the combined intelligence of the team have proven to be much more broad and impactful than relying on sole decisions to bring improvement to the team.
- 4. I definitely have a drive for continuous improvement. Whether it is my skills through training or processes.
- 5. Thankfully because I am immersed in data, I have fairly clear and defined metrics of how things are going and if they are improving. In many cases, I do not have the data I want or need, so simply the defining and beginning of collection of that data grants me the ability to establish a



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baseline: progress! I shouldn't/couldn't realistically expect changes to come on a daily or monthly basis, but a baseline lets us start somewhere. Evidence-based policy design is the name of the game, and it's fairly late in the game to 'start' doing this, but we have to start somewhere. This is essentially what I do on a daily basis: either I evaluate the data that is available or I write the request or memo to make that data available in the future. This is where change begins, and we should be doing this constantly.

6. We are going through organizational changes in our organization and most of the staff is nervous, scared and restless thinking what is going to happen. After watching this video I am so relaxed it helped me reiterate what I already believe in.
7. My department went live in FI\$Cal in July. We are still working out some of the kinks in our processes. Yesterday, I met with a group of staff from accounting and procurement to discuss a flaw in our req to P.O. process. We determined that by adding one new step to the beginning of our process, we can (theoretically) save more time at the end of the process. We will implement the change next week and see if our solution solves the original issue or if we need to tweak our process more to speed up our processing time.
8. Continuing to learn is essential for staying current in an ever-changing world. I am always looking at better ways of changing my approach to learning new skills so I am always moving forward and not backwards.
9. Look forward to improve processes to make government better.
10. Similar to my response above, the processes or procedures are work is never perfect and there is always room for improvement. And creating a healthy, happy working environment for employees is important too and this can be constantly improved as well.
11. In my job, we are always fighting against the status quo for doing telecommunications. Government telecommunications was built in the 1980's and requires new ways of thinking in order to advance it to meet today's technology needs and requirements.
12. I am currently either leading or a key team member in several important projects. In each of these projects, I endeavor to inject to fellow team members the idea of working out one step at a time, focusing on improving the project deliverable in every possible way, and building capacity of individual team members. Whenever I get an opportunity, I both compliment and complement team members, so that together as a team, we produce impressive and worthy outcomes.
13. Most all of my current work efforts are driven by change. My current projects are centered around identifying existing practices that don't serve our mission and ultimately Californians. After my teams helps more specifically define the challenge areas, new business approaches are ideated with a human centered design process.
14. I agree with Mark and we need consistent change in regards to effectiveness and efficiency. We must adapt to changing environments, technology, culture, and the status quo of doing things the old way. I believe professionally I have helped the department transition in this phase



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of new changes and technology. I model the way of change and I embrace new technology. I foster an environment that can adapt to change and overcome it.

15. People who are adaptable excel as leaders. They earn the respect of their peers, inspire those around them to embrace change, and help grease the cogs in the wheel of even the most unanticipated transitions. This is the strategy I am trying to follow.
16. In my professional life, I got opportunity to develop our organization's workforce plan. I used my creativity, used different ways to communicate, made little changes with the support of our management, and encouraged team members to find new ways to complete work effectively and stay motivated. To improve we need to change more often.
17. The mantra Change is Good is one that has been a part of my professional career for many years. It was instilled in me during my private sector work (along with the mantra that Change Provides Opportunities) and was echoed in this video. In my Branch, I am one of a handful of people that work to try to do things differently. Honestly, it isn't always received well - the blank looks described by Mark really exist and are well-entrenched in my Branch. Like Mar, I don't want to become 'one of them' and I continue to bring ideas and keep creativity alive. Although, after 8 years of being beaten down, I admit to being ready to give up sometimes. Sigh.
18. Even though work seems cumbersome sometimes, I commit to working away at these challenges one step at a time and will try and propose new ways of doing business when I see something that could be improved upon.
19. As a professional I challenge myself to new things all the time. I typically ask for new responsibilities or make a job change about every three years. This allows me to keep moving and developing and has helped me in my current position understand multiple perspectives on a given issue.
20. As the world around us changes and use of new technology has integrated itself in our day to day lives; its important in the work place that managers are open to the new ways of doing business. Instead of doing business as we have always done it; taking risk and exploring other options has made a vast improvement on efficiency and staff morale. Moving from a hard copy of work products to managing work products electronically has demonstrated that the same goal can be achieved by using a more efficient process.
21. Today after listening to the video, I talked with my manager and talked about our program and how we can change few things to make things better. I provided examples and data I have collected from the field, my experience, my interaction with our stakeholders to convince my manger to try something new in the field to build collaboration among nontraditional partners such as faith based organizations. I convinced her where she is agreed to take the proposal to the upper management as why the things we do don't work and why we need to make few



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adjustment to make things work better. I am really excited that with little convincing we will present it to the management and see where it takes us.

22. Employed change management strategies in professional setting. Implemented a culture which welcomes change. Provided a transition period where the gradual acceptance of change can occur.
23. I believe working for the state, there is constant change through internal and external factors. I recognize the changes already made within state government and the need for continued change.

Innovation Project: In the development of your teamed innovation project:

1. Everyone in our group is asking these questions and trying to see the problem from this perspective. This is good! This also needs to be viewed from the perspective that we in this class are already separated from the majority of state employees in that we have taken the initiative to go through this training process. This topic is considered a key philosophy in how we approach issues."
2. No one likes a meeting that goes in circles. I think I assisted my group in improving our communication by refocusing our discussions when they went off topic.
3. Step 1 is defining the problem. We have reached this point (I think), and once we have defined our problem, we can start identifying the appropriate metrics that will give us our baseline aka "how are we doing? And how can we do better?"
4. I will try my best to think differently to keep in mind only constant in our life is change.
5. While I did not apply this skill over the past week, I think that a core outcome of our moonshot will be helping the State manage and respond to continuous change. I plan on applying this skill with Team R.E.D. as we move through this process by trusting the Cal-IPGCA process and taking an iterative approach to the project.
6. It is important to use our time wisely. As an agent of change, I am continuously looking for ways our team can use time more effectively so you we make proper headway toward our goals.
7. Learned current issues and listened to team players ideas.
8. We haven't met enough to really respond to this yet.



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9. Innovation change is critical to ensuring the State has the tools and technology to meet today’s needs. Our moonshot project revolves around the concept that change is constant and necessary.
10. Our team has started conversation about our moonshot project. I try to encourage and provide positive feedback to any initiative taken by other team members. This proactive effort to acknowledge contribution and start a dialogue and discussion is having multiplicative effects as it is bringing in other team members to more actively chime in and share their thoughts and wisdom. If we can continue the momentum generated, our team will be able to develop some great recommendations to implement our moonshot project.
11. The entire premise of our moonshot is one of mindset change. In order for us to advance of goal, we as teammates have had to listen and share with the goal of change. We are all thinking outside of the box.
12. We are all changing professionally and personally as we all are trying to make a big impact in state government.
13. While we may naturally be prone to being adaptable, we can consciously try to be flexible in our ideas and expectations. Over time, this shift in our attitude will naturally lead us to become better at adjusting to the changes we may face during the course of the project.
14. My example was to treat our employees well and engage them so they feel valued. Then our satisfied employees will take care of our customer and will find new ways to improve your organizations.
15. Our innovation goal is to make an exponential change to state government.
16. I will try not to follow the status Quo and will think innovatively to come up with the solutions of the problems we as a team trying to resolve.
17. Open discussions about continuous improvement of current system of governance. Advocated for changes to existing status quo.

Mind Blower! Did you experience an epiphany, an “a-ha” moment, something of real value – to you personally:

1. I as this is my quote for life. Don’t be scared of change and the only constant thought out will be change. My mantra is Embrace the change and take everybody along with the journey of change.
2. Just now as I started thinking about my answers to this quiz, I realized - again - that success and progress in these skills can come in small steps each day. Even though we are creating a moonshot, my personal development over these six months will be the result of continuous



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improvement in small ways each week. I suspect that by December all of these small, iterative improvements will add up to a big change for me personally and professionally.

3. Mission driven changes are needed to overcome the status quo.
4. Embracing change is necessary. Planning for anticipated changes helps to ensure you are ready to accept the inevitable which is change.
5. Any task, when done consistently and regularly, can produce synergistic results thousand fold more in value than imagined originally.
6. My feeling of a need to reconnect spiritually to be more connected to change opportunity bigger than myself, my relationship, and my job. I want to engage in activities that support more meaningful change to my community and the world!!!
7. I live my life one day at a time and I cherish every moment.
8. I born in India. My first years was very hard in CA. I am strong willed person so handle everything. I accept change, become part of it, and embrace it, now I have no fear. When I hear people saying change is hard, I think "it not hard if you have no other choice." When we chose we chose easy and interesting things. But the real challenge is take what's come in your way, embrace, and make it interesting. Relating this to my personal life is an "a-ha" moment for me. I know I am here for a reason.
9. This was one of the BEST videos. It spoke to me because Mark stated so well my philosophy and observations. It should be mandatory viewing for all state managers and staff.
10. If you are not constantly pushing yourself to change for the better, you not only are staying in the same place, but you may be falling behind. Embrace change, but give yourself permission to learn. It's part of the challenge.
11. The constant of life is change, I knew we shouldn't be fear full of the change but now it's a confirmation that change is a good thing
12. "Only constant in life is change."
13. The need to be adaptable to change in order to continue the process of improving future outcomes.