



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
 Selvi Stanislaus, Executive Officer, California Franchise Tax Board

Personal: To advance personal growth, skill or awareness:

1. I always write out my plans and goals. This helps me meet my targets.
2. Created goals for 3 aspects of my life: Health, work, social life. Broke down these goals into smaller more achievable steps.
3. Recently sold my house and developed a plan to do so.
4. Planned daily to-do lists to accomplish tasks that were continuously being pushed back
5. Recently had some home improvement projects. Established a time and whose car I would borrow to transport the materials for the job. Tackled the job in chunks so that we gave ourselves enough time to do it safely as opposed to rushing it all at once.
6. My family's goal is to be happy and together in any situation. I try my best to set clear vision for my daughters and my husband support me. I help my daughters to develop their own plan to meet their goals. It's a win-win for all of us. They have flexibility and know that they can try new things. I help them to stay motivated, engaged, and happy. We empower each other's. :)
7. Discussing what I want for a house with my husband has been really good for making sure we have similar targets, and having a clear idea of what we want for the longer run.
8. Set clear goals with my kids
9. In my personal life I have certain goals I would like to reach by specific timelines. Like my professional life, I like to set a clear vision in my own mind of what I want to do, how I plan on getting there, and what I will do once I do get there.
10. I HAVE CREATED A SINGLE SCHEDULE TRACKING MECHANISM TO ENSURE I MEET MY GOALS RELATED TO THE COHORT PROJECT, PERSONAL EVENTS, AND VOLUNTEER COMMENTS.
11. I try to find new and innovative ways to get to yes. Think outside the box. Approach life with a blank idea which helps me not be constraint to ideas. I clearly identify what it is I am trying to achieve, set a plan to meet my goals, and then figure out what needs to be applied to get there.
12. I am a bit more deliberate in planning certain accomplishments I'd like to make; I achieve what I commit to do.
13. These are my ideas and concept: When my brother-in-law died intestate, he left a substantial investment fund and a life insurance policy to benefit his sisters in South America. I had to engage attorneys and since I did not have funds to pay for them, I searched for and found an arrangement wherein I qualified for a free legal clinic to arrange settlement without costly probate due to the small estate. However, since there was some corruption in that country's banking system, with which I had experience, I had the sisters appoint me as sole attorney-in-fact to establish a U.S. bank account. The estate could be settled domestically and funds transferred to South America without using the unreliable process proposed by the investment and Life Insurance Company. Funds could be used to pay substantial domestic debts and the balance sent



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
Selvi Stanislaus, Executive Officer, California Franchise Tax Board

- to South America. An optional method was considered for the use of political representatives in Washington D.C., but that was considered not necessary. The planned program is still in progress, including the sale of estate personal property. The family appears to be well-satisfied.
14. We do this when planning our family vacations.
 15. We are a busy family with two amazing daughter who we want to teach responsibility and NEED them to help us plan our weekly activities - school, sports, religious, whatever the case. We've applied all of these in how we try to stay on top of a schedule that is, at times, simply overwhelming. That includes finding the skills each of us in the family can use to help meet our schedules and needs. It allows the girls to contribute to family needs and that is a positive thing.
 16. My work schedule and load actually forces me to be very organized and efficient with my time. I have to be aware of everyone else's skill sets as well as schedules. Consequently, this skillset flows over into my personal life. My husband is also very organized, but not as punctual! It is analogous to a team. I am more goal oriented, though. I write daily task lists so I don't forget. However, this has helped me keep an eye on the big picture as well as focus in on the details or certain areas of goal which need more attention. This has been effective for me. It also helps relieve unnecessary stress caused by disorganization or non-planning.
 17. Currently I work a second job to help my family outside of the state and we just had a daughter and my wife needs help. I am working with my family and her family members to provide support on certain working days that I am not available to provide support and meet our family's shared goal of helping our daughter grow.
 18. I try to always create a long term vision of my life and by doing this it sets the tone for how I am leading it daily. You have to set small goals and this keeps the motivation for the long term goals. I do this for every aspect of my life, as a mother, supervisor, or friend. You have to have all of these roles aligned so you create that balance needed and a solid foundation that will sustain any challenges.
 19. For our business, when our employees' performance falls under expectations, I address the issues immediately and also communicate recommended actions towards desired results. For example, if it is customer service related issues, open and honest conversations about ways to avoid same mistakes twice and solicit feedback/solution oriented input from them in order to coach them towards developing problem solving skills themselves.
 20. By setting clear goal to achieve any results
 21. I leverage my own skills in my personal life and identify areas that need personal growth, skill and awareness.



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
 Selvi Stanislaus, Executive Officer, California Franchise Tax Board

22. In my free time I volunteer with NxtGov and tutor online. I am trying to figure out where my energy is best spent and to be more thoughtful about who gets my time and whether my needs are met in the process. My skills are not being utilized in all the places I’m expending energy, so I need to reconsider my priorities.

Professional: professional development or work related:

1. I like to partner with SMEs so that I can leverage their skills.
2. Needed to develop the metrics for the strategic goals. Received little guidance on what management wanted, had a blank canvas to create what I wanted.
3. Every day at work we are developing plans and solving problems.
4. Provided clear expectations, shifted workloads to meet revenue goals.
5. Need to get project planning together and could not get a hold of project manager. Worked with other members on the team to fill in the portion they were knowledgeable about to create the whole picture of the project plan. Once had the plan together could quickly confirm with project manager.
6. Leveraging staff skills has been a big one for me professionally. I think that it's hard to delegate items because it's difficult to trust others' process, but it has expanded my view and willingness to do that, so that more and other ideas can make their way into the limelight. It helps innovation in a more every-day way!
7. Planning is an important part to everything I do. After every tasks, I sit down and make sure I understand the task, ask questions, figure out resources needed, and then make a plan. The vision should outline what the problem is, then list what is required to solve it, and then check the items off when done.
8. Set a clear vision for the pilot on my current project
9. These are the types of skills I like to instill in my staff. I like to ensure that I give my staff the opportunity to strive as well as learn new things. One of the big differences between moving from analyst to management was learning to transition the work to your staff. Once they work on projects your job is to guide them and lead them to success.
10. I REACHED OUT TO TEAM FACILITATORS TO ENSURE I DID WHAT I COULD TO ENSURE CONSENSUS DECISION MAKING AND MEETNG PROJECT DEADLINES.



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
Selvi Stanislaus, Executive Officer, California Franchise Tax Board

11. I approach my professional career the same way with a blank idea which helps me not be constraint to ideas. I clearly identify what it is I am trying to achieve, set a plan to meet my goals, and then figure out what needs to be applied to get there. Do I have the skills needed or does my team have the skills and how to utilize those skills for the desired results.
12. I am currently the project manager for our Department's first ever unified Ethics-Fraud Helpline for employees, public and outside vendors. This takes serious, fluid collaboration and "best of breed" thinking.
13. In order to advance professionally, I have always carried the thought that I must continuously think ahead of what I must do and what effects and accomplishment would have upon my present circumstances, the people involved, or the organization. There will always be negative effects and indeed difficult personnel for whom reasonable arrangements must be made to overcome barriers to achievement. Nevertheless, in spite of problems that need to be faced every day, I continued to educate and train myself for the time that acquired knowledge and critical thinking skills will be needed for applications to projects or efforts to achieve beneficial goals for people and organizations. In my applied interests, I learned a number of principles for the applications of law, social sciences, investigation and intelligence gathering, political science, history, music, athletics, engineering, aeronautics, astronomy, medicine, biology, psychology, psychiatry, accounting, program planning and administration. These subjects of interest are almost too many for which a person should concern themselves. Nonetheless, I have always wanted to be flexible and to understand. I would be better served to have knowledge and accurately choose what trained experts would be needed, and what outcomes I could expect, or whether a calculated goal could be reached within a projected time frame. These matters helped me in my various voluntary efforts to help people, such as the homeless, veterans, and those who simply asked me for advice. I have always sought to help others, and it allows me to "think outside of the box" with a reserved and reasonably intelligent thought process. Nevertheless, I continue to be aware of spreading my interests too widely in order to avoid incomplete consideration or attention to immediate matters. Accordingly, I have written many manuals and have noticed how government operations can be improved. My recommendations for a number of improvements in organizational functions have been accepted.
14. When updating our plans and procedures.
15. The blank canvas approach is one I utilize often in leading or organizing team projects and it works with a lot of success. The caveat is that you must leverage skills and have defined goals and deadlines otherwise you may end up spinning your wheels. We had filled the blank canvas, we just were not leveraging the skills (or interests) of those most engaged as well as we could.
16. Recently, I have been tasked to develop a pretty big and impactful long range plan that impacts the Privacy Program at DSH. I'm not the PO, but because of my knowledge, resources and planning skills, I did everything from write the duty statement and contact the employee, and develop



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”

Selvi Stanislaus, Executive Officer, California Franchise Tax Board

a plan and designee to execute it. I was able to mentor that designee, too. This was a skill that was encouraged in a prior KollaborNation video! In many ways in my personal and professional life, I see how this program has helped me actualize and express my potential and use my underutilized skills.

17. As part of our disconnections proceeding, one of our goals is to direct IOUs to create an online platform to take LIHEAP pledges. SMUD already has a similar portal. Leveraging our partnerships with CSD, they connected me to the contact at SMUD that runs the system. I've set up time to talk with her and will be able to take back that information to my team which we can use to better craft our own policies.
18. I have used mapping together technique to work with programmers and developers on establishing better coding rules. We had a common goal of coding at DMV to create new Auto Club's having functionality yet we did not have standard rules of development and programming. I scheduled multiple meetings with programmers and developers to get on the same page and make sure we mapped out standards for Auto Clubs moving forward.
19. I create an engaging vision for my staff. I encourage them to work towards this vision by keeping them motivated daily. We concentrate on the benefits and how this will benefit our program and use that as a motivational tool. I gather the support of those individuals that believe in my vision and work with them to lead our efforts that will get us in the right direction to accomplish that vision.
20. Recently, I had the opportunity to mentor a coworker who was tasked with a previous project I was heavily involved with. I provided background historical knowledge and experience, provided checklists, timelines, communications templates, and resources etc. We worked together to discuss potential challenges and roadblocks and developed action plans to reduce risks. I recommended tapping into staffing resources from another office to leverage skills and knowledge.
21. By rethinking/re-assessing of project objectives in different light and planning better ways to achieve the objectives
22. I apply the skills mentioned above in my daily projects and regularly assess if the vision is clear, tasks are identified and assigned appropriately, and solve problems as they arrive to foster a more effective work environment.
23. Connecting dots among existing initiatives is a form of innovation to achieve multiple -- and often exponential -- benefits. At DWR we are aligning flood, groundwater, and ecosystem management initiative to evaluate the multiple benefits that can be achieved by applying flood flows on agricultural lands, working landscapes, and open spaces to replenish depleted aquifers in a way that improves terrestrial and aquatic ecosystems -- we have dubbed it Flood Managed Aquifer Recharge, or Flood-MAR.
24. I have a position of little to no power, but have still achieved results. My ideas are being implemented and my projects are coming to fruition just a year after I started with my agency. It feels very exciting.



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
Selvi Stanislaus, Executive Officer, California Franchise Tax Board

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

1. Yes, each team member has special skills. We use their skills to the best of our ability.
2. Took sticky notes assignment and broke it into typing, sorting, summarizing and sharing. Split each step in half with other team member to achieve desired result together
3. All team members are ready to accept any challenge and I am sure they will explore better ways to involve and engage the state workforce. I shared my experience, survey, and data with them and encourage them to explore more.
4. We have solved many problems and worked to achieve the results well, by setting a clear vision. At the CalTogether weekly meeting yesterday I was able to communicate the path forward in a way that was clear to make sure we stayed on track- developing the questions for the Data Analytics crew on information that we think may exist, and then identifying gaps so we can develop questions that will help us fill them. We brain storm a lot on the phone together.
5. Our team worked very hard to define the Problem statement and how we can work to resolve it. The team leaders have specific dates that we need to achieve goals and people volunteer based on their strengths and skills.
6. Looked at new opportunities in ways to facilitate breaking down silos
7. I SELECTED A TEAM MEMBER WITH DATA ANALYTIC RELATED SKILLS TO WORK WITH ON THE RIP QUESTION “WHAT DATA ANALYTICS WOULD YOU LIKE TO SEE COME FROM THE FINAL PRODUCT OF THE IP.”
8. I will understand the team’s skills and how we can utilize them for the best results of the project.
9. I'm growing better at finding ways to get my involvement worked into the very busy days I have at my daily work. It is a challenge but a good one.
10. My suggestions for the team's innovations have been reasonable. However, in view of my other employment involvements at the moment, I have preferred that other team members, with excellent skills, take the lead in the how the team direction is to progress. It has been an enjoyable experience.
11. As we develop our project we find ways to be creative and innovative to create solutions.



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
Selvi Stanislaus, Executive Officer, California Franchise Tax Board

12. We were at crunch time for the moonshot and elevator speech and ideas just kept overlapping each other on Slack. Eventually it made a lot of sense to me to suggest that a smaller team that was the most engaged at that point just take charge, make a decision, and represent our group to the champions.
13. I believe so. I look at the goal, then the forest and the trees. I've been on many projects in past with state workers and contractors, so I am familiar with the workflows, etc. The issues and goals are the change factors.
14. In our innovation meeting today, our team did a good job of leveraging each other's skills to divide up the work of synthesizing the information we received. With Grace Koch's direction and expertise, we were really able to set a clearer vision for our teamed innovation project.
15. In Ask the Expert my team has been using slack to map out questions to the experts on combating government silos. It's been great to map out ideas with everyone and get insight.
16. I continue to keep an open mind and welcome other opinions. I practice active listening and I realize the diversity of opinions and appreciate their creativity. When you work with other team members you become aware of how much you can accomplish by collaborating together.
17. I am fully aware and understand the vision of this training program and the purpose behind these innovation projects. My personal goal and commitment is to put my 110% efforts towards the success of my team by showcasing my leadership skills and leveraging what others bring to the table. Nothing catches on like wildfire when a team works together towards achieving results that benefit all stakeholders.
18. By rethinking different ways of solving the problem for our moonshot and not necessarily agreeing with the whitepapers from previous years
19. I added feedback in solving problems.
20. To improve State agency alignment, we need to begin with a blank slate, envision what it can and needs to be, and chart out strategies to span silos and erode silo walls.
21. Our team is so impressive. Our discussions can get heated and seem distracted, but when we reconvene on Slack everything comes together like a dream! We have plans, we are utilizing our skills, and we're solving problems every day.

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

1. I can not only encourage myself to achieve results, but have power to encourage other to achieve their goals.



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”

Selvi Stanislaus, Executive Officer, California Franchise Tax Board

2. THIS IS ANOTHER EXAMPLE WHERE FTB DIRECTOR STANISLAUS’ DEPARTMENT HAS UTILIZED NEW APPROACHED TO ADDRESS PROBLEMS. I RECALL HOW SHE EXPLAINED USING WEBSITE “HITS” TO DETERMINE WHICH DOCUMENTS TO MAKE ADA COMPLIANT IN THEIR EFFORTS TO MEET AB-434 REQUIREMENTS.
3. Approaching everything in life with a clear canvas and be able to set a clear vision to achieve productive results, developing plans to meet targets, leveraging staff skills, and solving skills to achieve the best results for life and work.
4. Once again, a "refresher" moment: plan my work and work my plan. Always ask "why".
5. I have realized the enthusiasm and creativeness of team members, but I also notice the applications thinking other teams apply to the subject matters that must be addressed. I notice that government administration problems cannot be resolved overnight, but I am impressed by the alacrity and determination that all personnel have applied themselves to innovate.
6. The creativity in being innovative creates better solutions.
7. I think this is where our team can improve. We use the blank canvas, but we don't define our end goals or products well enough to then set timelines and best utilize our individual skills. You can often tell because after the initial brainstorming, I often see about half the team tuned into a common goal or defined path, and I see others running a bit behind the pace. Engagement is an issue with some of the team - but this is where we have to better leverage those who are more engaged to help keep the goals defined and on track.
8. I am tasked as the EHR attorney at DSH. This is a big challenge for the department and me as I have little time to work on it as well as my other duties. This program has helped my break through a lot of walls in my personal life and professional life to help my workplace move forward - which will help Californians and others as well. The system will create efficiency, safety and care for the patients, staff and public.
9. The portion of the video that spoke about how when you think innovatively- funding and budget doesn't have to be a barrier. Often times in government and non-profit work funding is the primary barrier to achieving more, and I think Selvi's mindset demonstrates how to find innovative solutions to overcome that.
10. When I met with programmers and developers I realized we all want to work together but we need a map of procedures to get things done and be more efficient.
11. The a-ha moment was when my team accomplished a goal that had started two years ago. A few days ago, I was giving them an update about a privacy assessment that was conducted for our program and how well we did. And I told them, had we not started the effort of storing all physical files electronically and reducing the amount of paper we were handling, our program would have not been successful through this privacy assessment. This gave them an understanding that you have to continue following the vision despite the challenges and stay positive. It



QUIZ #8 TEXT REPORT – ACHIEVE RESULTS – “Mapping Together – Innovation and Leadership”
Selvi Stanislaus, Executive Officer, California Franchise Tax Board

is crucial to conduct risk assessments and stress how important they are for any organization or program to conduct regularly. This was an example of what the EDR project at FTB facilitated for my program with the introduction of systems that would store data electronically. By keeping a vision alive while utilizing technology that would provide us with the innovation and leadership to accomplish extraordinary things - this is an example of leading with operational excellence.

12. I know my strengths for being big picture thinker, creative, highly collaborative, and team-oriented player. It is wonderful to see mission-oriented mindsets work in action and influence the group towards a decision. I truly see the diversity and value the strengths/skills each of my team members brings to the table.
13. I found that solving any problems you face becomes easier if I plan better to resolve the problem.
14. I need to apply these skills more in my personal life.
15. There are many isolated examples of competent State staff, effective business practices, innovative tools, or dynamic organizational arrangements. For a 21st Century California State Government, we need to share, integrate, and scale-up these best practices across agencies.