



QUIZ #9 TEXT REPORT – MODEL GOOD GOVERNANCE - “Why Do We Do What We Do?”
Robert Barton, Inspector General (Retired)

Personal: To advance personal growth, skill or awareness:

1. I have partnered with others to create an accountability group for the gym.
2. When I am tired and unmotivated I remind myself why I do what I do. Put up sticky notes around the house to motivate me to make the positive changes I want in my life.
3. Through girl scouts
4. Hold myself accountable to putting time aside to spend quality time with my family. Explain in detail why at times we cannot have a lot of time together and why it is important for each of them to contribute
5. I don't the above skills are directly applicable to my personal life. While I can say that my values and personal choices are consistent at work and at home, I don't think they two are comparable for purposes of this question. I can say that I am more accountable and committed to improvement in any personal endeavor I do, though. And I always believe in being honest and transparent in anything I do.
6. I believe life is precious. My positive attitude is making a huge difference in my day to day life. To achieve my goal, I am trying my best, collaborating with other either family members or friends who also believe they have a purpose and making a difference. Sometime I surprise myself.
7. I PROVIDE INFORMATION RELATED TO A PROBLEM THAT WAS OCCURING.
8. Holding myself accountable to a new fitness regime
9. I try to demonstrate a commitment to drive improvement for better results with bills and raising my children.
10. I usually have a purpose to what I do. I hate getting stuck in ruts or just doing something because I have done it in the past. I strive to always do best and have actual purpose in my personal life.
11. I think that the bottom line of this value, understands my why, and what drives me. I have given this a lot of thought, and my why in really centered around serving my community responsibly, respectfully, and compassionately, and always considering my impact on the people first.
12. Being transparent about our family's upcoming vacation with my kids.
13. I apply this to the way I do everything in my personal life. How I communicate with others and what my expectations are from others.
14. On our business venture is in its infancy, we are developing employee handbooks, policies, procedure in place to set compliance guidelines and expectations for our employees.
15. I try to maintain my life with following the laws and living a life with great



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16. Upon waking it is among my very first thoughts: how to be of service to all whom I will encounter today, for their benefit, not for personal gain.
17. In my personal life I have changed my methods in dealing with family and personal affairs to accommodate the needs of family members. I have chosen to help my family when they were in need, rather than accept promotion in employment and a move away from the area. I felt a responsibility to help. That choice has affected my career, but I do not regret fulfilling my responsibilities.
18. I have certain precepts and guidelines that I live by in how I behave and treat others. I follow these guidelines that line up to these principles.
19. I truly love what I do. Getting a state job totally changed my life and saved me from a terrible situation and I want that for other people. I do my job when I’m not at work through NxtGov’s public recruitment committee and I help strangers better understand how they can access the stability and variety a career in civil service can provide. Every time I leave my apartment I feel like I overhear a person talking about their frustrating job hunt and I always interject with advice and resource guidance. We all deserve a stable life.
20. In coaching a youth soccer team, I have to demonstrate to the players that we must play with a passion - and if the passion is not there, we cannot give our 100 percent that our team desires from us. I also need to model good governance with the parents - being accountable and transparent to them as they trust us with their children. Keeping parents in line with good sportsmanship policies and expectations and demonstrating that at all times. Achieving results as a team and developing individual players is expected of me.
21. I have been working on demonstrating transparency on planning a new family budget and demonstrate good family governance. I have been looking at monthly spending for the last 12-14 months to see spending trends and budget better with my wife as we now have two kids.

Professional: professional development or work related:

1. I've been working on updating policy and operating procedure.
2. Had to do a series of public outreach meetings, they are not my favorite thing to do, but I reminded myself that it is important for us to educate the public on our grants. We want to get the money out and in order to do that we need to get the best applications possible
3. Through working with transparency on current effort
4. Explain why procedures change and why we need to follow them to protect our agency.
5. I am happy to say that every day I sense improvement and application of the above skills. CalIPCGA involvement has allowed me to utilize and exercise these skills and life lessons to become a more complete person and employee with civil service in mind.



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6. Honor and integrity are some of our most important principles in the office that drives our actions and communication with inside and outside partners. We strive to bring people along without mission and Department policies, and using political acumen helps us to do that in a way that results in partner buy-in. Staff and managers understand that we are accountable to each other and the public trust, so we are honest, transparent, and straightforward in our actions.
7. When we believe we are making a difference then work is no longer work that becomes part of our life. Helping others become part of our life and we feel satisfied while helping and serving others. While working with other I ensure we have trust, transparency, and we are in compliance to make our working relation stronger.
8. I SENT MY WRITE UP OF An INTERVIEW TO THE CHAMPION TO ENSURE I DID NOT MISINTERPRET WHAT SHE SHARED.
9. When project managers need help planning provide them with one on one and or group assistance. Develop customized reports for them to make it easier to plan then with a canned report.
10. I strive to demonstrate a commitment to drive improvement for better results for the end user and overall customer experience when working on projects and implementing new policies and programs.
11. As an analyst, my role is process improvements for my department, which is a customer service based operation. By working to share information, implementing an Enterprise wide work order system and improve communications we are improving accountability and transparency.
12. I specifically found ways to improve job outcomes and processes. I specifically outlined what could be done better and how we can get there. Again, I hate being stuck and love to find ways to innovate current processes.
13. Being a state worker, it's very important to me to provide a good service to the people I work with outside of the state, because they are the relationships and people that we serve. The people and other organizations that represent the people of California are who I serve as a Project Manager ultimately.
14. Developing new relationships with vendors on current project through accountability and transparency.
15. I apply this skill in the way I lead others daily. I lead with integrity and transparency. I match my actions with my words and I am clear in how I communicate with others. Unclear is unkind.
16. Being an instructor/facilitator of leadership programs, I consistently must demonstrate and model good governance when I interact with managers, deputy directors, and staff throughout the organizations as well as external stakeholders to represent my department in a professional and tactful manner.



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17. I approach my work life with being an accountable and valuable worker. Following policies and regulations. Customer focused all the time, and trying to improve and fix broken areas.
18. Simple but impactful: this helps my mindfulness to be actively part of our team’s efforts. I must engage.
19. In my career, since I have always had an ability to write well, I have written or rewritten many procedure manuals that have caused changes in methods or procedure. In addition, I have written changes in some government regulations. I have led an executive committee and followed legislative requirements to assist public radio across the State in communications for disasters and emergencies. In addition, I have always used the mind set to assist the public while fulfilling my duties, even in the face of what might appear to be the application of contrary regulations. Good governance to me has always been that I am a trustee of government funding and program applications, and those members of the public who are entitled to receive benefits, should receive them with a smile and good cheer. The application of policies to delivery of services should demonstrate a sound and reasonable decision that addresses the intent of the compliance rules, policies, regulations and the spirit of the law. Good, clear reasons for decisions made should be explained to the concerned and interested member of the public affected by the decision, which will be consistent with all practices that are applied. If there must be an innovative delivery of services, this action must be accomplished in accordance within approved authority and not violate duties to stakeholders, including the legislative and regulatory intent.
20. I interact in my work environment with these main principles in the forefront.
21. I care a lot about following the rules AND meeting my (internal) customers’ demands. Working in HR puts me in a strange position where everyone I advise (read: tell "no") is many classifications above me. Equitable hiring practices are important to me and I am willing to fight for them, but I also try to keep the human element at the forefront when I approach these conversations. I know that deep down everyone wants what is best for the organization and also what is best for them, so I kindly try to remind them that we also have to think of what’s best for the people of California, who all deserve a fair chance to be hired for any vacant position we advertise.
22. In our office I am the first point of contact for meeting requests with the Commissioner. Their needs and requests are diverse and our policies and rules are quite confusing. I exercise good customer service by working to understand their needs and work with them to guide them through the process.
23. I have run two different statewide programs where I have responsibilities to agency employees, executives, stakeholders, and the public. Transparency, customer service, accountability and sustainability are all drivers of the desire to consistently achieve great results. For this, having a passion for what I do and knowing "they why" of what I do is key.



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- 24. I have worked on Senate Bill 1 and have committed to continuous improvement by scheduling multiple meetings with programmers and developers to make sure that the legislation and policy ultimately being programmed is accurate and correct.
- 25. As manager of the Division of Planning, I work to be a good example of the listed traits of good governance. We strive for continuous improvement and adaptation. This is a big part of program management in State government during the change of administrations -- every 4 to 8 years.

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

- 1. We’re looking into ways to keep our program transparent, but secure as it holds personal information.
- 2. Explain to the team why at times I was unable to respond to feeds
- 3. First, I think my drive to provide excellent customer service to anyone involved with this project - and especially the public, is even more motivated. I am now thinking of more ways of sustainability in different angles regarding moving this IPs forward and how. Then, there is also the basic ethics and practices of transparency and accountability. All the above work synergistically.
- 4. We're trying, but we seem to be in a perpetual storming phase searching for norming.
- 5. I am part of diverse team and we are making a huge difference. I imagine a diverse State that is a great place to work, where all employees feel engaged and valued, find opportunities for advancement, and know that they are making a difference.
- 6. ASSIST TEAM MEMBER WITH UPLOADING DOCUMENTS ON SLACK.
- 7. I engage in team discussions and activities that promotes improvement.
- 8. The entire project is built around removing an obstacle that inhibit these skills.
- 9. Being a good team mate will mean that my work will help advance the project, which will eventually serve my coworkers, and in turn the people of CA.
- 10. Taking comments from experts and providing recommendation that will help with deliver a customer friendly product.
- 11. I apply this by communicating effectively, timely and respectfully with all my team members.
- 12. As the team is norming, I communicate to my team that I'm fully committed to this project to let them know I won't let them down. Serving my team to the best of my abilities, sharing action plans, next deliverables (example of transparency, accountabilities) to sustain team's energy moving forward as we continue to collaborate and work together.



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13. I will be there for my team and accountable, following the rule set by state and the team. I will be approaching the tasks with customer service in mind.
14. I am becoming more familiar with our online tech tools so I can be more engaged in our project work.
15. There were a few times in which I registered my thoughts that certain activity had to be done in accordance with the planned intent of the projected outcome for our project.
16. We have a mission and we develop our project with these principles as guidelines.
17. The Innovation Summit this week demonstrated how dedicated everyone is to their work and why we're all here. My group is so wonderful and full of inspired and hard-working civil servants, many several years my senior. What a delight to know you can continue to shine and serve brightly throughout your career.
18. Our entire project is centered on demonstrating a commitment to drive continuous improvement for better results. As a state we recognize that the way we think about and activate disaster response needs to change.
19. For the group project, I've been focused mostly on being accountable and honest in my approach. I realize others are taking a lot of time to help this team succeed and I want to do my part. As for the project itself, I'm still a little skeptical it is a realistic and sustainable product, but I believe it does come from a good, honest place and that will help us move this project forward.
20. We have been using Slack to ensure accountability for deliverables of the mission statement and moonshot statement.
21. We adapted concepts from Kathleen Webb's slides on 21st Century Organizational Readiness; in preparation for the August 8 Ask the Experts event, in support of Team 5's problem statement and Moonshot statement.

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

1. I realized I was doing things that I was not passionate about and didn't know why I was doing them. I am now not doing them.
2. I respect and appreciate what Mr. Barton said about examining our own internal motivations and why we do what we do. So often I see people who are work who don't have their mind or spirit into what they are doing. Sometimes it may just be a bad day or poor morale at work, generally. However, I do see people who are not engaged and don't seem to care about what they do or why. As Mr. Barton concisely stated, maybe it is time to really think about working elsewhere because we spend so much of our life working hours at a place doing work, which could have more meaning to it. Probably easier said than done, but it is honest and practical wisdom.



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3. When we believe, we are already half way there. :)
4. Some policy is created because someone did something wrong as opposed to giving us a cornerstone for the future. Began contemplating ways that we can make policy making a proactive as opposed to reactive process
5. This program has breathed "life" into my personal journey of life-long learner and this may be the precursor to my PhD degree down the road next year as I have bigger, better dream for myself.
6. Not so much a "mind-blower" as a solid refreshing for my awareness that I am either part of the progress or part of the baggage. A good reminder to have, for certain.
7. The epiphany came when it became clear that a proposal of one of the members of the team would precisely explain what the project was intended to accomplish. The proposal would demonstrate what could be used by other personnel who sought certain information, and obtain the information quickly and efficiently.
8. These principles are beacons to guide behavior.
9. I think a lot of people often use the phrase "I'm just here for a paycheck or because they pay me" in a joking way but this video gave me perspective on how even as a joke that attitude sets you up for failure and not success if you want to achieve all that is possible.
10. Not so much this past week, but many of the key principles for good governance kind of hit me in an "aha" moment or many moments years ago when I first started to supervise and I've held to the belief that good governance is vital to success ever since.
11. When you look within yourself and your habits like monthly spending you can develop transparency and truly move to making good governance in your personal or professional life.
12. Juggling many ideas coming from Team 5 and Innovation Force.