Parks

NGA 1/14/2014
DYSFUNCTION

The only consistent feature of all of your dissatisfying relationships is you.
S.M.R. Covey, *The Speed of Trust*

**Behaviors that Promote Trust**

> **Character**
>  - Talk Straight
>  - Demonstrate Respect
>  - Create Transparency
>  - Right Wrongs
>  - Show Loyalty

> **Competence**
>  - Deliver Results
>  - Get Better
>  - Confront Reality
>  - Clarify Expectations
>  - Practice Accountability

> **Character & Competence**
>  - Listen First
>  - Keep Commitments
>  - Extend Trust
Partnership Principles

**DON’T**
- Talk about your need first
- Expect to get something
- Limit assistance to a project
- Make it about this deal
- Push a specific position
- Withhold information
- Let them take their lumps

**DO**
- Ask about their needs first
- Give something
- Assist wherever you can
- Make it about the next 10
- Pursue common interest
- Reveal anything helpful
- Take one for the team
Principles

- Use the Data you have before collecting more

- Show as much data as you can to as many partners as you can as often as you can
  - Sunshine improves data quality
  - They may use it to make better decisions
  - It’s better to debate data than speculative anecdotes

- When showing data ask partners what they think it means

- Treat all criticisms that results are inaccurate or misleading as helpful testable hypotheses
More Principles

- Tell your data people that you want the quick easy data runs first. Getting 80% of your request in 1 week is better than 100% in 6 weeks
- Treat all data runs as initial rough results
- Important questions should use more than one analytic approach
- Several medium Data Analytic vendors/sources are better than one big one
- Transparent Bench Marking improves attention and increases involvement
Most Important Principle

- Perfect is the Enemy of Good
- Use an Incremental Strategy
- If you try figure out a comprehensive plan first you will never get started
- Apologizing for a failed prompt attempt is better than is better than apologizing for missed opportunity
Some Successful Approaches

• Convert some services funding into an ASO contract to help the state manage
• Use peer pressure to help the state manage your underperforming peers
• Write your BAAs very broadly
  – Many parties, not just two
  – Broad functions, not just one project
• Don’t confuse legal advice with court orders