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Written for middle- and senior-level managers in state, city and county government, *We Don't Make Widgets: Overcoming the Myths That Keep Government from Radically Improving* explodes the myths that prevent dramatic improvement in government operations.

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We Don't Make Widgets: Overcoming the Myths That Keep Government From Radically Improving. Author: Ken Miller ISBN number: 0872894800 Posted: June 13, 2013 Summary by: Marcus Ritosa, Process Improvement Intern. Executive Summary.

We Don't Make Widgets – Colorado Department of Transportation

This month's book is *We Don't Make Widgets: Overcoming the Myths That Keep Government From Radically Improving* by Ken Miller. About the

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Book: "What we believe about government - that we don't make widgets, that we don't have customers, and they we're not here to make a profit - all feed the bigger myth: That we're different.

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ISBN: 9780872894808 0872894800: OCLC Number: 70866939: Description: xii, 124 pages : illustrations ; 22 cm. Contents: The three myths --The amazingly ineffective (crazy, actually) ways government tries to improve --We don't make widgets --We don't have customers --We're not here to make a profit --Making it happen : leading a large-scale change initiative. ...

We don't make widgets : overcoming the myths that keep ...

we don't make widgets: overcoming myths that keep government from radically improving (governing management series) by aa **mint condition**.

WE DON'T MAKE WIDGETS: OVERCOMING MYTHS THAT KEEP By Aa ...

We Don't Make Widgets Written for middle- and senior-level managers in state, city and county government, We Don't Make Widgets: Overcoming the Myths That Keep Government from Radically Improving...

Read Book We Dont Make Widgets Overcoming The Myths That Keep Government From Radically Improving

What separates excellent organizations from the truly ordinary? What allows some organizations to rapidly change and continually reinvent themselves while others have trouble making even modest improvements? the fundamental ingredient is the presence of change agents. Change agents are individuals who have the knowledge, skills and tools to help organizations create radical improvement. They achieve results through their keen ability to facilitate groups of people through well-defined processes to develop, organize, and sell new ideas. They are the invisible hands that turn vision into action. The Change Agentes Guide to Radical Improvement is a comprehensive how-to book, packed with all of the information and tools necessary to make any improvement project a rousing success. Its unique methods integrate the best practices in organizational development, team building, voice of the customer, reengineering, problem solving, creativity, innovation, and project management. the systematic change agent model introduced in this book will help you: Pick the right improvement projects to work on, by diagnosing the real issues effecting the organization. Organize the project so that it has the best chance to succeed, by uncovering the projectes success criteria, securing management support, and building the right team. Select the best change process to improve customer satisfaction, reengineer a process, solve a problem or develop a plan. Generate innovative out of the box

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ideas that dramatically impact the bottom line. Navigate the politics of change; ensuring radical ideas become radical improvements.

How do you teach a child to dream big and shoot for the stars? In this inspiring story, a young bunny named Zippy dreams of traveling to space. When the opportunity to attend space camp arrives, she worries she might not be capable enough to compete with other kids. But Zippy's desire to build her rocket is bigger than her fear of failing, and through hard work and creativity works to make her dreams come true. New York Times bestselling author Ruth Soukup empowers children everywhere to dream big and live a life they love. How Big Is Your Brave? encourages readers to face their fears and overcome obstacles in order to follow their dreams and reach their goals. How Big Is Your Brave? is: Great for boys and girls, ages 4-8 An excellent choice for STEM storytime and sparking discussions about STEM fields A great resource to teach young children about confidence, self-esteem, and the value of hard work Through whimsical illustrations and encouraging text, children will discover how standing up to fears (both big and small) makes them stronger and unstoppable.

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This book is a comprehensive guide to an exciting new approach that managers at any level can use to transform their corners of government. Whether people want more government or less, everyone wants an efficient government. Traditional thinking is that this requires a government to be run more like a business. But a government is not a business, and this approach merely replaces old problems with new ones. In their six-year, five-country study of seventy-seven government organizations—ranging from small departments to entire states—Alan Robinson and Dean Schroeder found that the predominant private-sector approaches to improvement don't work well in the public sector, while practices that are rare in the private sector prove highly effective. The highest performers they studied had attained levels of efficiency that rivaled the best private-sector companies. Rather than management making the improvements, as is the norm in the private sector, these high-performers focused on front-line-driven improvement, where most of the change activity was led by supervisors and low-level managers who unleashed the creativity and ideas of their employees to improve their operations bit by bit every day. You'll discover how Denver's Department of Excise and Licenses reduced wait times from an hour and forty minutes to just seven minutes; how the Washington State Patrol garage tripled its productivity and became a national benchmark; how a K-8 school in New Brunswick, Canada, boosted

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the percentage of students reading at the appropriate age level from 22 percent to 78 percent; and much more.

If you mention Cedar Point today to someone, their first thought is probably of the roller coasters. Cedar Point is called the Roller Coaster Capital of the World for a reason. The park has set more world records, holds more world records, and has set the standard for amusement parks across the world. But it hasn't always been like that. If you go back in time a hundred years ago, the roller coasters were an afterthought. Cedar Point in the early days was all about getting away to the beach, catching a live show in the Ballroom, socializing on the Hotel Breakers porch, or having a fine picnic with your co-workers. Sure, the resort had roller coasters. And Ferris wheels. And haunted houses. And carousels. But these weren't the focus. Rolling Through The Years is a look back across time at the development and changes at the Worlds' Greatest Amusement Park. Author Ken Miller has spent the last seven years exploring the history of the resort. Magazine articles, museum archives, and over 100,000 newspaper articles spanning 200 years were examined for this detailed history of Cedar Point. Over 75 historical maps of the peninsula and over 1200 images are included in this coffee table book.

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What to Say, How to Say It, Why It Matters If you're trying to sell something—whether it's a product, a service, or an idea—you are facing a new era of consumers who listen less and question more. The Language of Trust is for anyone who must sell ideas, products, services, or even themselves to a public that just doesn't want to hear it. Based on pioneering consumer research, The Language of Trust shows you how to regain the confidence of your clients and customers and communicate with them on their terms. You'll learn what words to use, what words to lose, and how to structure your message to overcome skepticism and build and keep the trust of your audience.

The book Lifehack calls "The Bible of business and personal productivity." "A completely revised and updated edition of the blockbuster bestseller from 'the personal productivity guru'"—Fast Company Since it was first published almost fifteen years ago, David Allen's Getting Things Done has become one of the most influential business books of its era, and the ultimate book on personal organization. "GTD" is now shorthand for an entire way of approaching professional and personal tasks, and has spawned an entire culture of websites, organizational tools, seminars, and offshoots. Allen has

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rewritten the book from start to finish, tweaking his classic text with important perspectives on the new workplace, and adding material that will make the book fresh and relevant for years to come. This new edition of Getting Things Done will be welcomed not only by its hundreds of thousands of existing fans but also by a whole new generation eager to adopt its proven principles.

Drawn from traditional Buddhist wisdom, Pema Chodrons radical and compassionate advice for what to do when things fall apart in our lives goes against the grain of our usual habits and expectations.--from back cover.

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