

SIG Lesson Learned #16 – Take Advantage of Other States’ Best Practices & Lessons Learned

Managing for excellence in State government is challenging given we don’t produce a simple profit or loss statement to gauge our efforts. Developing a plan for excellence requires State managers, at all levels, to identify a number of key performance indicators, as well as develop fair comparative benchmarks to assess performance. State managers do have an advantage of being able to draw on the experience from peer managers in 49 other states who face the same issues. However, it has been the SIG’s experience in our reviews, State managers often have not explored other state’s best practices or lessons learned in their respective areas of responsibilities.

In today’s era of increasing expectations for performance in the public sector, it should be the responsibility of every State manager, from the Agency Head down to the front-line supervisor, to proactively engage their peer managers in other states. There is no reason to re-invent the wheel or learn from trial and error. The SIG cold calls other state managers regularly to glean from their experiences, who almost always go out of their way to generously give their time to assist.