Agenda-Enabling the Flywheel

1. *Our Burning Platforms*
   - *Customer Focused Government (CFG)*
   - *The State as an Enterprise*
     - *Branding*
     - *Workforce*
2. *Shared Services*
3. *Management System*
   - *Performance Management*
   - *Talent Management / Leadership Development Tools*
4. *Results*
   - *External*
   - *Internal*
5. *Wrap-up – Establishing a Culture*
   - *Measurement of Effectiveness: Engagement & Climate Surveys / Stay Interviews*