

Engaging Citizens in Government Performance Agenda

8:00 a.m. - 4:00 p.m.	Registration		
8:00 a.m. - 9:00 a.m.	Continental Breakfast		
9:00 a.m. - 9:30 a.m.	Turning Taxpayers into Citizens H. Stuart Elway, Elway Research, Inc.		
	<u>TRACK ONE</u> GETTING STARTED	<u>TRACK TWO</u> ASSESSING YOUR STRENGTHS	<u>TRACK THREE</u> TAKING PERFORMANCE A STEP BEYOND
9:45 a.m. - 11:00 a.m.	Getting the House in Order for a Performance Audit: A Leadership Perspective	Vital Signs: Aligning Performance and Perception	Executive Management of Performance Data
11:00 a.m. - 11:15 a.m.	Morning Break		
11:15 a.m. - 12:30 p.m.	Finding the Right Citizen Engagement Approach for You	Performance Maturity: Where are You in this Picture?	What to Expect – and Demand – from a Performance Audit
12:45 p.m. - 1:30 p.m.	Lunch and Round Table		
1:45 p.m. - 3:00 p.m.	A Performance Measurement Primer – Small Steps to Get Started	Bad News that Achieves Meaningful, Positive Change	Using Interactive Research as a Communication Tool
3:00 p.m. - 3:15 p.m.	Afternoon Break		
3:15 p.m. - 4:30 p.m.	Closing Assembly: Keeping the Conversation Alive Moderator: Faith Trimble, FLT Consulting, Inc. Panel: Linda Long, Washington State Auditor’s Office Larisa Benson, Office of Governor Christine Gregoire Rich Siegel, City of Bellevue Mike Bailey, City of Renton Steve Gorcester, Transportation Improvement Board H. Stuart Elway, Elway Research, Inc.		