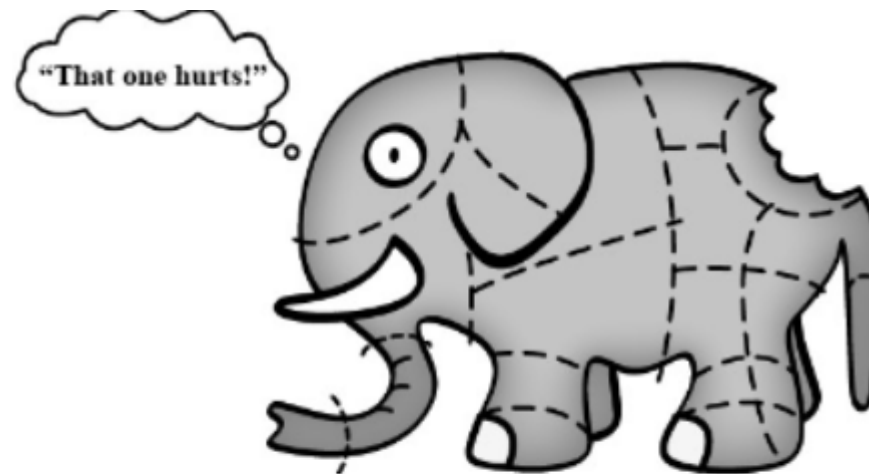


Eat the Elephant, one bite at a time

2019 CSMFO Conference



One bite at a time.

Speakers – contact info

- Cindy Byerrum, CPA, MPA
 - Platinum Consulting Group
 - President
 - cindy@pcgclient.com; 909-204-8858
- Pamela Arends-King
 - South Coast Water District
 - Chief Financial Officer
 - parendsking@scwd.org; 949-499-4555 x3153
- June Overholt
 - City of Glendora
 - Finance Director/City Treasurer
 - joverholt@cityofglendora.gov; 626-614-8241

First Bite – Where to start?

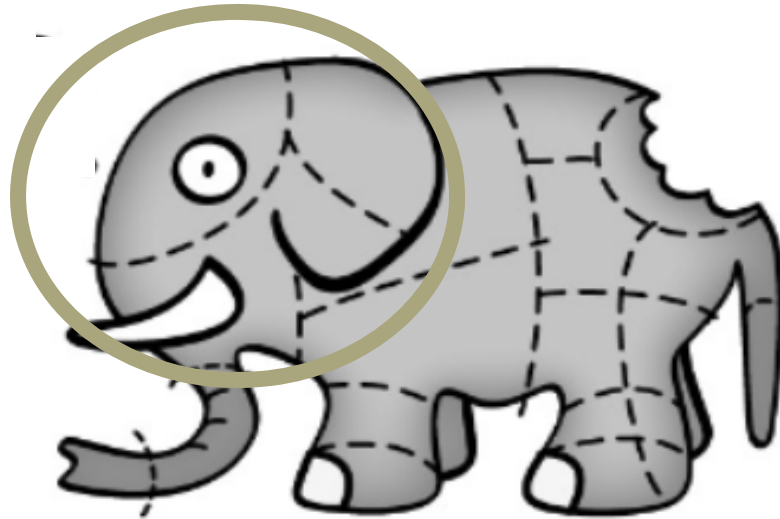
Scenario – seems everything is antiquated, processes are broken, and the department needs a lot of work



First Bite – Where to start?

TIP – Get your HEAD straight

- H – Hold back opinions/judgements
- E – Enroll staff in the journey
- A – Ask questions
- D – Develop lists



Another bite – Too much to do

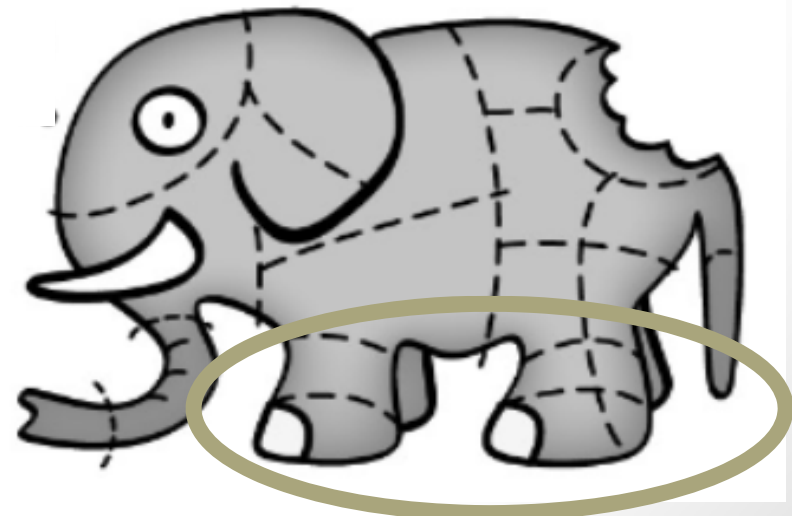
Scenario – Many challenges, heavy workload, how to prioritize?



Another bite – Too much to do

Tip: Jump in FEET first

- F – Focus on the big stuff
- E – Eliminate bottlenecks
- E – Eliminate unnecessary tasks/ simplify
- T – Tackle projects one bite at a time



Another bite – Motivation

Scenario – staff is cautious, staff complains, staff may feel a bit of PTSD from past circumstances

FRANK & ERNEST

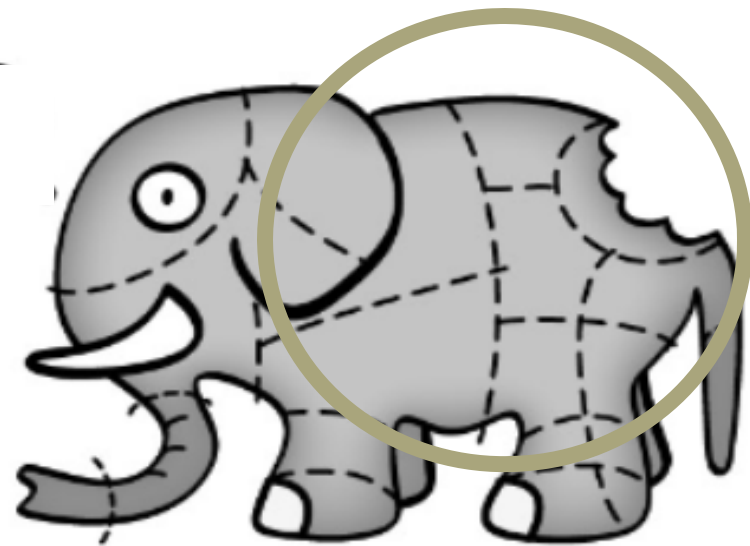
BOB THAVES



Another bite – Motivation

Tip – Include everyBODY

- B – Bring some fun
- O – Optimize staff input
- D – Develop your team culture
- Y – Yes we can attitude



Another bite – Courage

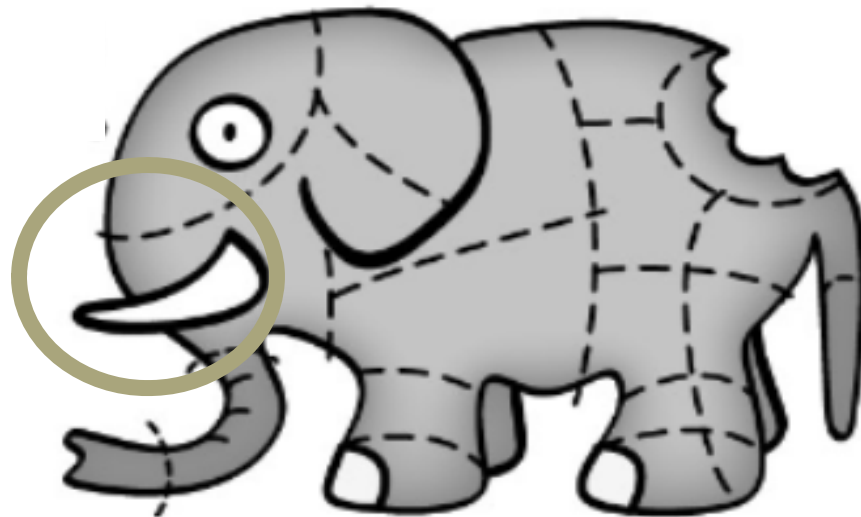
Scenario – how do you personally stay on track, stay motivated and avoid burn out? Regain trust when it is broken?



Another bite – Courage

Tip –TUSKS, the new super power

- T – Trust comes from humility - acknowledge mistakes
- U – Understand you can't do it alone
- S – Stop to think and receive feedback
- K – Keep it fun
- S – Self respect



Last bite –

**What you do speaks so loudly I
can't hear what you say**

- **Ralph Waldo Emerson**