

Building a Culture of Innovation

(If government can do it, so can you!)



City of
Philadelphia



What is innovation in the public sector?

- Process improvement
- Culture change
- Increased efficiency
- Modernization
- Transparency
- Employee engagement

It is rarely about creating something new and shiny – public sector innovation isn't always flashy, but it is always deeply impactful.



What do we actually *do*?





What does this work look like in practice?



Amy from the Water Department, who goes through the **Innovation Academy**, connects with previous PWD grads, and creates a department – wide Innovation Committee to reimagine workplace policies and creative problem solving



Andy from Parks & Recreation who also graduates from the **Innovation Academy**, and then applies for an **Innovation Fund** grant for a program that is wildly successful, taken to scale, and is now a fully funded PPR initiative

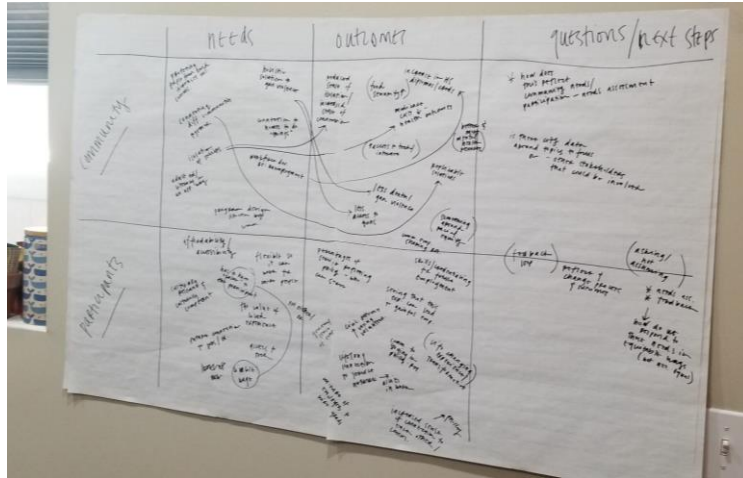


The Office of Property Assessment, who uses **Innovation Consulting** to solicit feedback from every staff member about what would make them more comfortable as they transition to a new platform

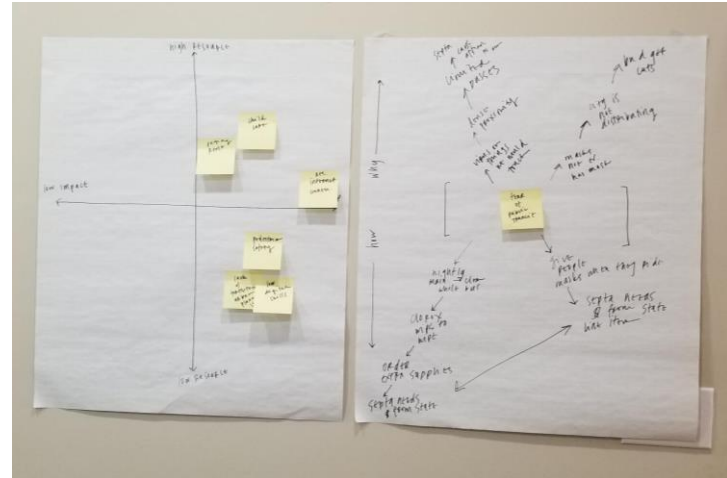


Are there any innovation activities I can use now?

Yes!



CREATIVE MATRIX




IMPACT MATRIX HOW / WHY LADDER



How can we be innovative in the virtual space?

Go low tech! Yes, there are some fantastic online tools that help with virtual facilitation and collaboration, but – *I do not use them*, and you don't need to either!

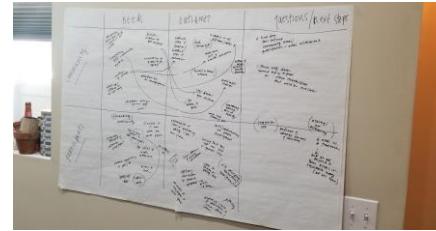
Here's why:

- 1 The more tech you use, the more chances that something will go wrong.
 - 2 Learning a new platform or tool takes a lot of time and prep work for both the facilitator and participants.
 - 3 “Zoom Fatigue” is real and there's value in taking tech breaks.
 - 4 Lower tech means more people can more equitably participate in your workshop.
 - 5 The key to good facilitation is authenticity – if you don't like tech, don't use it!
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Pre COVID

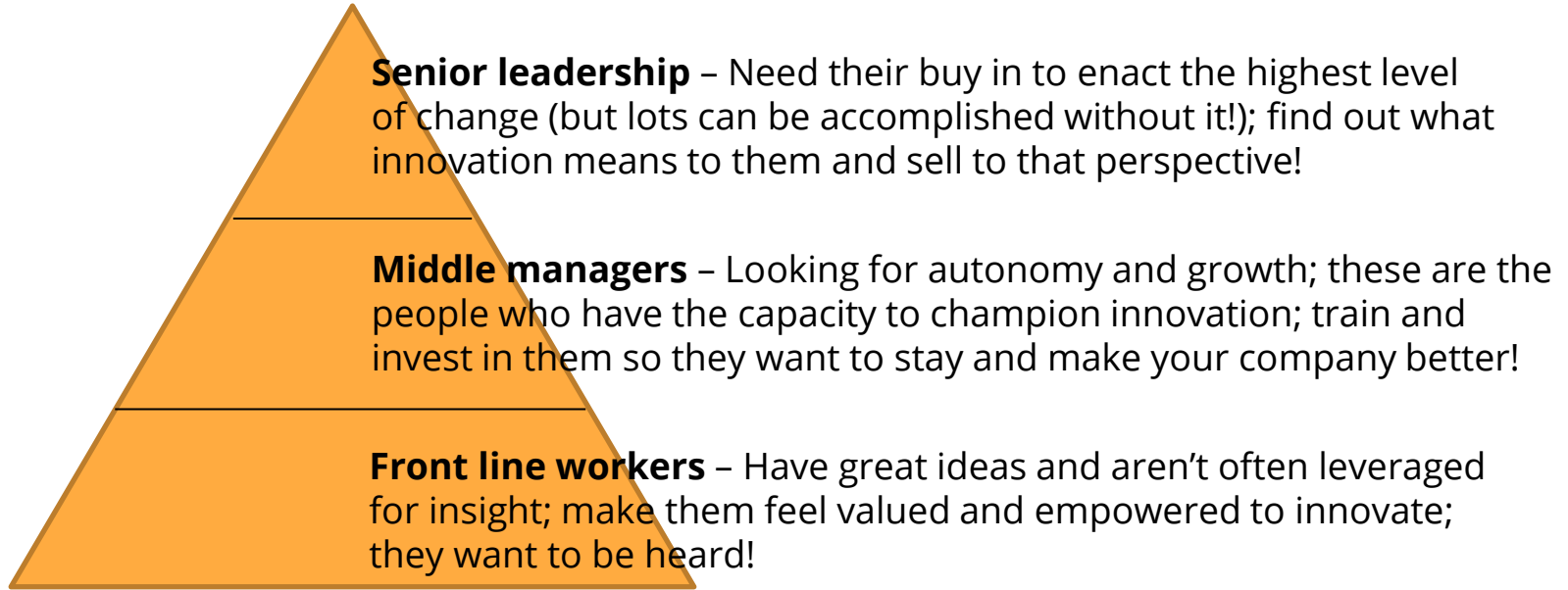


During COVID





How do we engage employees at all levels in innovation?





What does collaboration with the private sector look like?

1

Understand that we have a lot of rules to follow – procurement processes, privacy concerns, equity issues, etc. We value transparency above all else!

2

We move slowly because of those rules – please be patient!

3


Have a process and framework for collaboration – be clear that all parties are on the same page re: expectations, outcomes, roles, etc.

4

Take the time to create a shared vision of what success looks like.

5

Most of our money is already earmarked or budgeted, so we often need to find creative ways to engage with the private sector to actually “do” something, like a pilot or pro bono work.





What else do you want to know?

Eliza Pollack, *Director of Innovation*
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