Leadership in a time of change

Sue F. McCormick, CEO
Leadership in a Time of Change

Why talk about it?

➤ You are driving change
➤ Change is driving you
➤ Perhaps a bit of both
It’s undeniable that the world is changing around us – driving us to change

- Technology is changing
- Customer expectations are changing
  - Level of Service
  - Value/cost
- Employee expectations are changing
- Society expectations are changing
  - Legislation/Regulations
  - Sustainability/Affordability
If the rate of change on the outside exceeds the rate of change on the inside, the end is in sight.

Jack Welch
The Future

NEXT EXIT
Leading Change – typical cycle

1. Create a sense of urgency
2. Change leaders and other key players
3. Role model
4. Train
5. Change the reward system
6. Create new stories and symbols
What about when change is driving you?
When external change is driving you build in Stakeholder Involvement

GLWA-DWSD Coordinating Group

Governance & Board Support
- Accounting & Finance
  - Accounting – F/S Statements
  - Bond Docs – Ordinance & Bondholder Consent
  - Pension Obligation Restructure
  - Cash-Flow/Affirm Lease Feasibility
  - New Money Transactions
  - Financial Policies
  - Finance Transformation
- Utility Operations
  - Water & Wastewater Treatment
  - Field and Supporting Services
  - Info Tech & Support Sys (GIS/WAM)
  - Customer Service & Billing
  - Distribution / Collection CIP
  - Administrative (HR, Finance, Legal, PA)
  - GLWA – DWSD Permitting
- Human Resources
  - Personnel Allocation
  - Retirement / Benefit Plans
  - Compensation
  - Collective Bargaining Agreements
  - Personnel Policies & Procedures

Media / Public Information
- Stakeholder Engagement
  - GLWA TAC-SC Communication
  - Public Outreach
  - WRAP Design

GLWA
Great Lakes Water Authority
What about when change is driving you?
Who We Are…

**Our Promise** – Our unwavering commitment to customers:

*Through regional collaboration, GLWA strives to be a provider of choice dedicated to efficiently delivering the nation’s best water and sewer services in partnership with our customers.*

**Our Pillars** – How we deliver on the promise:

- Regional Collaboration
- High quality through innovation
- Trust and integrity

**Our Persona** – We are:

*Approachable, reliable, trustworthy, smart, efficient, focused and dependable.*
Follow Us!

Facebook: Facebook.com/glwater

www.glwater.org

Twitter: @glwatermi
“IT ALWAYS SEEMS IMPOSSIBLE UNTIL IT’S DONE”

Kathryn and Ross Petras