



END HOMELESSNESS

• • • • • ST. JOHN'S

16 THINGS I WISH I KNEW ABOUT SYSTEM PLANNING AND PERFORMANCE MANAGEMENT WHEN I STARTED THIS JOB

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Performance Management Planner



1. CHANGE IS HARD

2. GET THICK SKIN



3. ENCOURAGE HEALTHY DEBATE

PASSION LED US HERE



4. YOU'RE GOING TO DIG STUFF UP



WARNING
DEEP HOLES
DANGEROUS CURRENT
SLIPPERY ROCKS

**5. KNOW WHAT YOU
DON'T KNOW**



6. BEG, BORROW AND STEAL



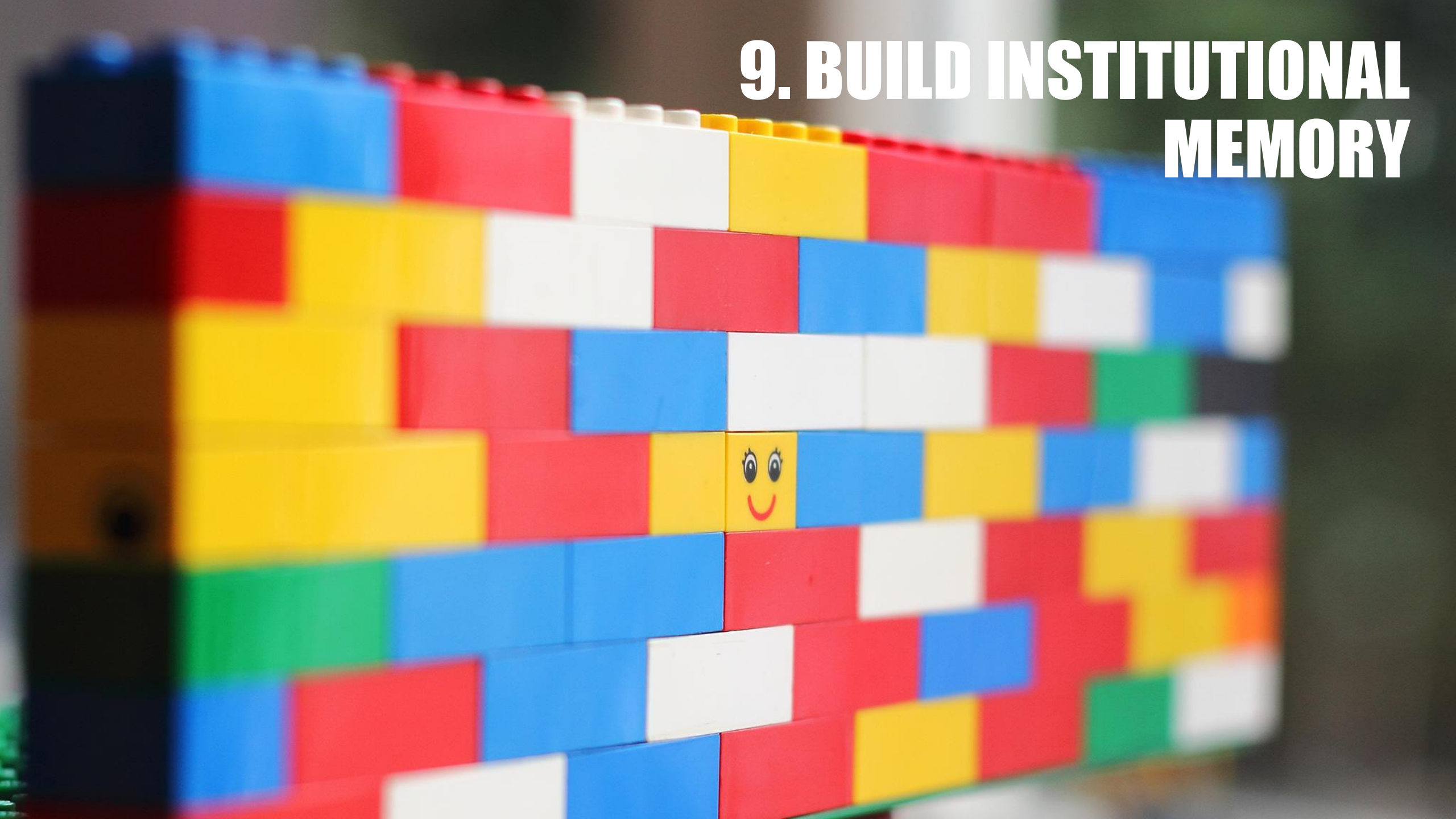
**7. EVERY
COMMUNITY HAS
ITS OWN LENS**



8. FIND YOUR CHAMPIONS



9. BUILD INSTITUTIONAL MEMORY



10. GET ON THE SAME PAGE



11. ALIGN YOUR INCENTIVES

Want Today's Wifi Password?

Pick a Chore and it's yours!

**12. SOME BALLS BOUNCE,
SOME BALLS BREAK**



13. SET REALISTIC EXPECTATIONS



14. DONE IS BETTER THAN PERFECT... FOR NOW



15. FAIL FAST AND BOUNCE BACK



16. ASK THE RIGHT QUESTION, SOLVE THE RIGHT PROBLEM





BONUS!
TAKE CARE OF YOURSELF



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CONTACT US!

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