



# **Moving Michigan Forward: Continuing Our Comeback**

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Chief of Staff  
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Reports that say something hasn't happened are always interesting to me because as we know, there are known knowns: there are things we know we know. We also know there are known unknowns: that is to say we know there are some things (we know) we do not know. But there are also unknown unknowns—the ones we don't know we don't know.—Don Rumsfeld



NUTRASWEET (ASPARTAME) WAS  
THE RESULT OF A SEARLE  
SCIENTIST MIXING POTIONS TO  
CREATE A NEW LAXATIVE AND  
LICKING HIS FINGER TO TURN THE  
PAGE OF A TEXT.

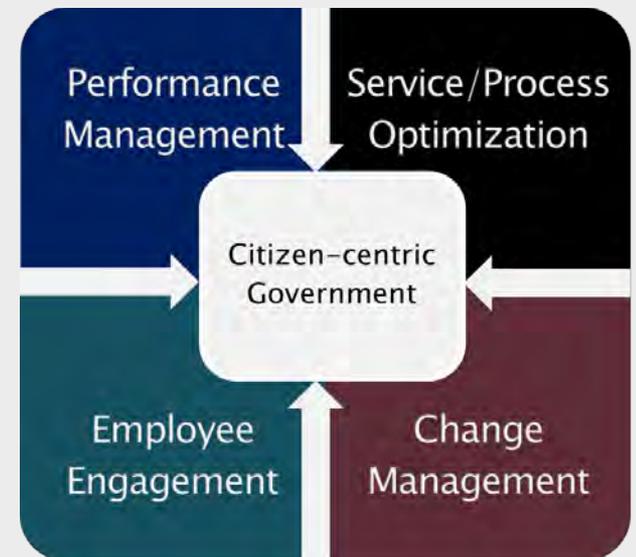


# Change Management

- We will not claim victory on the 10-yard line, we are intentionally:
  - Creating a climate for change
  - Engaging and enabling the organization
  - Implementing and sustaining the change

# Our Framework for Reinvention

- Building on a structurally sound foundation
- Reinventing Michigan's government:
  - Performance Management
  - Service/Process Optimization
  - Employee Engagement
  - Change Management





**SPEAKING OF  
INVENTIONS, HONEY  
NEVER SPOILS, EVER**



- In moving this reinvention forward, we are:
  - Using performance incentives and results to make adjustments for better outcomes
  - Taking action; reversing negative trends and advancing positive ones
  - Ensuring that every member of the team knows where we're headed and how they fit in
- We will continue on this path to create a better environment for economic growth and a better future for our kids



LEO FENDER OF FENDER GUITAR  
DIDN'T KNOW HOW TO PLAY THE  
GUITAR



THE WORD NERD WAS INVENTED  
BY DR. SEUSS