Great Game Huddle Notes

May 16th, 2017

Angie Crews of the Auditor's Office delivered an overview of Chapter 4 of "The Great Game of Business" by Jack Stack.

Chapter 4 is entitled "The Big Picture". The key point of this chapter is all about motivation. It's giving people the reason for doing the job, the purpose of working. As it reads in the book, most of the problems we have in business today are a direct result of our failure to show people how they fit into the big picture. Angie gave us a couple of visual examples of looking at part of the picture, and not all of it. We miss key aspects of the picture by being focused on only one thing in it. This is what happens to us when we are only focused on our own contribution to a company or government organization. We need to step back and see how what we do affects other areas of the operation. Jack says that you must constantly remind employees of the big picture in order to have wins in an organization. Some ways to go about this are:

- Give everyone a course in your business. Teach each department what the other departments do.
- Market your products (or services) to your employees. They can't understand the big picture if they don't understand what the company does.
- Move people around. People who have worked in more than one job have a whole different attitude about the business.
- Draw a picture. Use charts and graphs.
- Get incentives from the six year olds. In other words, put emphasis on community outreach. Give back.
- Go beyond quality. When people focus on their narrow specialties, the different departments go to war and don't function as the parts of one company.
- The danger of mixed messages. Be concise in your messages so that people know what to expect and can see the outcome of their actions.

"We cannot solve our problems with the same thinking we used when we created them." Albert Einstein

Commissioner Harold Bengsch spoke to the group about mental health issues in the Springfield/Greene County area. 60 - 65% of our jail population is made up of people with a mental health diagnosis. Statistics are alarming when comparing the crime rates and poverty level of St. Charles County (the largest county in the state) and Greene County. The average crime rate per 100,000 people in Greene County is more than three times as high as that of St. Charles County. Opioid use locally has risen 137% in the 30 and under age group. As the state debates over the passing of laws to control the ability at random to purchase opioids, the City of Springfield and Greene County are uniting to address and control this problem. The Healthy Living Alliance is comprised of 20 organizations, and is multi-county and multi-state. The Alliance is looking for gaps in mental health assistance, poverty and a number of other issues that contribute to the startling statistics we face.