



Gov360 Leadership Challenge

The “Closest to the Information” Challenge

Purpose

To build a culture where decisions are made at the right level — empowering staff who are closest to the facts to recommend solutions.

Step 1: Identify

At your next staff meeting, ask each department lead:

- What’s one recurring problem your team faces?
- Who in your department is closest to that problem day-to-day?

Step 2: Empower

Task that frontline staff member (not the director) to:

1. Write a short summary of the problem.
2. Propose one or two potential solutions.
3. Share it with the director or manager within one week.

Step 3: Review Together

At the following staff meeting, have each director present their employee’s recommendation using this phrasing:

- “Here’s the problem we face.”
- “Here’s the solution recommended by [employee name].”
- “Here’s how I intend to act on it.”

Step 4: Act

Approve at least one solution and put it into practice within 30 days.

Step 5: Reflect

After implementation, circle back with staff:

- Did the solution work?
- What adjustments are needed?
- How did it feel to be empowered to propose change?

Takeaway

When employees see their ideas acted on, it reinforces a culture of ownership, creativity, and resilience — the same traits that help cities thrive under budget pressures, political scrutiny, and organizational change.