



## Best-Run Government Leader Talking Points

### What is Best-Run Government?

- Best-Run Government is our commitment to continuously improve the equity, efficiency, and effectiveness of how King County operates.
- It is an Executive Priority and an area of focus.
- Best-Run Government emphasizes effectiveness by delivering customer value, efficiency by eliminating waste, and equity by ensuring Equity, Racial and Social Justice and our communities are always centered in our work.
- It continuously improves how we approach the challenges in our community, big and small, to make King County the best place to live and work.

### What does Best-Run Government look like?

- A Best-Run Government eliminates unnecessary steps, silos, and “business as usual” thinking.
- In a Best-Run Government, employees are inspired to use creativity and innovation to better serve our customers.
- Also, employees are focused on transforming the way we operate. This doesn’t mean we haven’t already made improvements and accomplished a lot. We should celebrate our accomplishments and aspire to reach greater heights. Our attitude needs to be ever forward. We should never be satisfied and always look for ways to continue improving.

### How do employees participate in Best-Run Government?

- Employees closest to the work are in the best position to identify areas where small changes can improve job satisfaction and engagement, as well as improve how we deliver the services that are meaningful to our community.
- I encourage you to speak up if you see ways we can improve how we do our work.



### **What does Best-Run Government lead to?**

- The outcome is to deliver on our True North of “Making King County a welcoming community where every person can thrive.”
- Being a Best-Run Government not only fosters public trust but also instills confidence within our community that King County effectively delivers essential services, while making efficient use of existing resources.
- Becoming a Best-Run Government transforms the way we work. It promotes an inclusive and engaging workplace where every employee can thrive and do their best work.

### **What are the next steps?**

- I will continue to discuss how our work connects to the county’s overall BRG efforts. Also, I’d appreciate your support in aligning the way we work with that of our department partners and the Executive Department so we can collaborate more seamlessly and effectively as one team.
- Again, as employees, you are the experts in your respective roles and have invaluable insights into our work processes. I encourage you to ask questions, share any concerns, and make suggestions on how we can improve how we do our work.