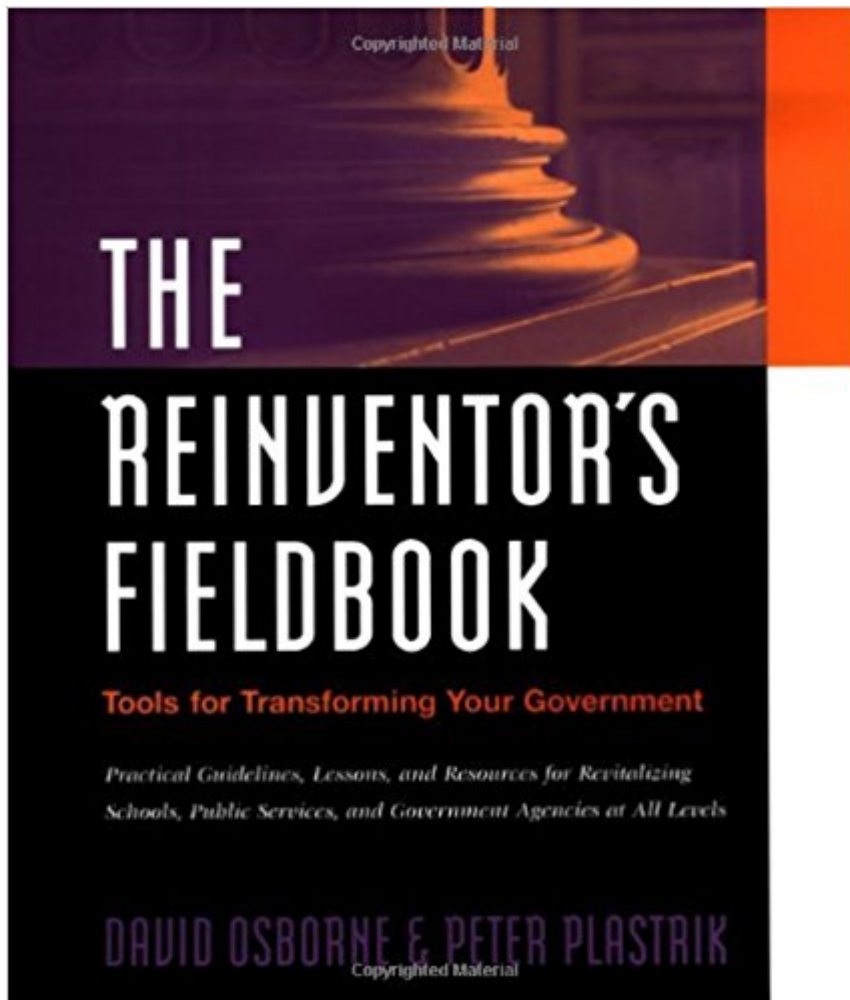




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# The Reinventor's Fieldbook: Tools For Transforming Your Government



## Synopsis

Presenting more than 70 tools, *The Reinventor's Fieldbook* includes hundreds of practical "lessons learned," "do's and don'ts," "steps to take," and "pitfalls to avoid" in public management and governance. Based on dozens of case studies from five countries, it covers the waterfront of high-performance public organizations, including: customer choice and customer service standards, performance measurement, and performance budgeting; employee empowerment and labor-management partnerships; managed competition and asset privatization; partnerships with communities; culture change strategies; and administrative system reform.

## Book Information

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## Customer Reviews

"The Reinventor's Fieldbook brings *Banishing Bureaucracy* to life. We have needed such a resource for decades. Bravo to Osborne and Plastrik." (Robert C. Bobb, city manager, City of Oakland)

"Osborne and Plastrik provide a user-friendly roadmap for invigorating government with purpose and performance. This toolbox is a real treat; it contains dozens of useful and practical ideas that can be applied by politicians and managers alike." (Allen Schick, professor of public policy, The University of Maryland; author, *Modern Budgeting* and *The Spirit of Reform*)

"This Fieldbook provides critical insight and advice that will help all those interested in civic reform." (Steve Goldsmith, mayor, City of Indianapolis 1992-1999; chairman, Center on Civic Innovation, Manhattan Institute) "An extraordinary toolkit for anyone who is leading change in the public sector. The Reinventor's Fieldbook will become an essential reference guide for elected leaders and executives

searching for more effective organizations." (Robert O'Neil, former city manager of Hampton, Virginia, and county executive of Fairfax County, Virginia; now president, National Academy of Public Administration) "This fieldbook is required reading for adventurous public officials ready to embark on the path to efficient, relevant government. The real-world examples of reinvention efforts around the globe are true to life, and prepare readers for both the challenges and rewards of government reform." (Beverly Stein, chair of the board of commissioners, Multnomah County, Oregon)

A comprehensive encyclopedia of practical tools for public leaders, managers, and employees  
Presenting more than 70 tools, The Reinventor's Fieldbook includes hundreds of practical "lessons learned," "do's and don'ts," "steps to take," and "pitfalls to avoid" in public management and governance. Based on dozens of case studies from five countries, it covers the waterfront of high-performance public organizations, including: customer choice and customer service standards, performance measurement, and performance budgeting; employee empowerment and labor-management partnerships; managed competition and asset privatization; partnerships with communities; culture change strategies; and administrative system reform. "The Reinventor's Fieldbook brings Banishing Bureaucracy to life. We have needed such a resource for decades. Bravo to Osborne and Plastrik." "Robert C. Bobb, city manager, City of Oakland "This Fieldbook provides critical insight and advice that will help all those interested in civic reform." "Steve Goldsmith, mayor, City of Indianapolis 1992-1999; chairman, Center on Civic Innovation, Manhattan Institute "Osborne and Plastrik provide a user-friendly roadmap for invigorating government with purpose and performance. This toolbox is a real treat; it contains dozens of useful and practical ideas that can be applied by politicians and managers alike." "Allen Schick, professor of public policy, The University of Maryland; author, Modern Budgeting and The Spirit of Reform "An extraordinary toolkit for anyone who is leading change in the public sector. The Reinventor's Fieldbook will become an essential reference guide for elected leaders and executives searching for more effective organizations." "Robert O'Neil, former city manager of Hampton, Virginia, and county executive of Fairfax County, Virginia; now president, National Academy of Public Administration "This fieldbook is required reading for adventurous public officials ready to emb

Government has no choice but to look for ways to work better. The push for reform of public administration is real, and fortunately there are numerous success stories from some reinvention pioneers that can help light the path toward improvement for the rest of us. The text profiles a fairly

comprehensive package of the tools. Most reforms or best practices approaches should not seek to duplicate others' successes but rather should be viewed as guidance by illustrating successful principles for adaptation. This volume provides excellent profiles of successes and useful information that should be invaluable to those seeking such guidance. This volume will be one of many resources my county is using to develop its performance initiative to ensure we are operating in a manner consistent with the public's expectations for our use of their dollars.

The Price of Government is a text that is getting wider use in current times when the costs of government programs outstrip growth in revenue. The Reinventor's Fieldbook provides hands-on examples of how an agency can get more bang for the buck through innovative ideas. It may be telling that while the original book which explains budgeting by priorities continues to sell, the hands on book does not and is no longer in print.

I was one of the tens of thousands of public servants inspired by David Osborne and Ted Gabler's 1992 "Reinventing Government" book. I set out back then to apply and build on their original 10 principles of reinvention. The going was tough and I stubbed my toes occasionally, but I learned some amazing things about how these principles did work and how they inspire phenomenal changes when put to use. The great thing about Osborne and Pete Plastrik's new book, "The Reinventor's Fieldbook," is that it provides what the 1992 book was missing -- practical experiences in making reinvention real. It's a great reference for all beginning and experienced reinventors and helps avoid the pitfalls that practitioners want to avoid if they can. Most practitioners want to be on the "leading edge," not the "bleeding edge." This fieldbook puts in one place what works, what to watch out for, and inspiration to try new things. In my experience, I've had hundreds of visitors who want to reinvent their governments ask, "how did you do what you did?" Now, I can not only tell them my experience, but point them to "The Reinventor's Fieldbook" knowing that with it in their hands, they've got the best grounding you can get in practical know-how for reinventing in the public sector.

As a government administrator, THE REINVENTOR'S FIELDBOOK, provides me with concise, practical and useful ideas, concepts and lessons for improving service, burning the red tape and serving our citizens better. Packed with real world examples, Osborne and Plastrik have written a book that is useful for both quick reference and studied review. The description of what works, and, more importantly, what doesn't work, helps the reader navigate the minefield of politics, personality

and bureaucracy. Colleague's successes and failures are explained in a way that is immediately understandable and applicable to the real world of government today. THE REINVENTOR'S FIELDBOOK is a map for change and improvement and a guide for prospering in an era of administrative and service revolution!

For most people government means bureaucracy. Not anymore. The Reinventor's Fieldbook lays out a new organization that will grab your imagination and focus it on performance. The book describes "how to" build a high performance government organization. It is filled with tools, stories, and references from all over the world. The hard research has been done for you. Frankly I didn't think you could compile this much information and make it manageable. But the extraordinary research provided in the Reinventor's Fieldbook is presented in an easy to use format. Tools and methods are tied to issues of governing. The Reinventor's Fieldbook is one of a kind. It is the "how to" guide for delivering high performance government service.

My organization has analyzed itself using the 5 C's framework from the predecessor work from Plastrik and Osborne ("Banishing Bureaucracy"). We have found the framework not only useful in describing the dimensions of reinvention, but also useful to us in the formation of teams to implement reinvention strategies. The added benefit of "The Reinventor's Fieldbook" is in its encyclopedic value in terms of working examples and case studies from all level of governments-nationally and internationally. I can think of no better testimonial for this book than to admit that I ordered 25 copies of it for all of the senior managers in the organization.

From Reiventing Government to Banishing Bureaucracy and now The Reinevntor's Fieldbook, Osborne has been making good ideas for improving the performance of public organizations ever more practical. The Fieldbook does a great job of pulling it all together. With the Fieldbook in hand a reinventor can feel confident that he or she will have a wealth of specific ideas to use in pursuing improved performance. Furthermore, since government reinvention does not follow a predictable path, Osborne has created a ready reference for use by reinventors as they confront the unexpected. This book makes big and important ideas useable for all of us.

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