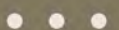




Participant Guide

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**The best way to
predict the future
is to create it.**

- Peter Drucker



Today's Agenda

9am - 5pm

- Welcome/Introduction
- Exploring Change
- Resiliency and Preparedness
- **Break Time**
- Technology
- **Lunch (12:15-ish)**
- Community Engagement
- **Break Time**
- Workforce Development
- Economic Innovation
- Reflection and Action

Your Experience

What are some major changes that have happened in your career?



To DO:

- 20 Minutes
- **Introductions**
- **Discuss** Future Changes
- **Make a list:** What **TYPES** of changes will happen in the next 10 years.
- **Keep a list** - we will share at the end (pick someone to share!)

The 5 Pillars of the Future

Resiliency and Preparedness

Technology

Community Engagement

Workforce Development

Economic Innovation





Resiliency
and
Preparedness

Resiliency & Preparedness

Resiliency - ability to _____ and recover from _____

Preparedness - planning for _____ before they occur

FOCUS AREAS

1

Building resilient infrastructure for natural disasters and disruptions.

2

Creating or strengthening crisis response plans.

3

Addressing long-term challenges like demographic shifts and economic downturns.

Why is this important?

- _____ are inevitable—leaders need to ensure communities are prepared and can recover quickly.
- Economic and social costs of _____ can be catastrophic.
- Public _____ depends on effective response and recovery.

Arkansas Plan



<https://dps.arkansas.gov/emergency-management/adem/plan-prepare/>

Resiliency & Preparedness THE NEXT 10 YEARS

- Increasing _____ and _____ of severe weather events.
- Greater reliance on inter-agency _____ and public-private _____.
- Investments in smart _____ for emergency response.
- Focus on community-based _____ and sustainable _____ efforts.



Why We (Intentionally) Don't Build Tornado-Proof Homes

<https://youtu.be/EWMTFsjlIXA>



A catastrophic flood has hit your community following days of torrential rain.

Flooding has caused:

- **Widespread damage** to homes, businesses, and infrastructure (roads, power grid, water systems)
- **Displacement** of 2,000 residents who need shelter.
- **Critical shortages** of clean water, electricity and supplies.
- A need for **inter-agency coordination** to address immediate needs and long-term recover.

<https://padlet.com/tabbimk/flood>

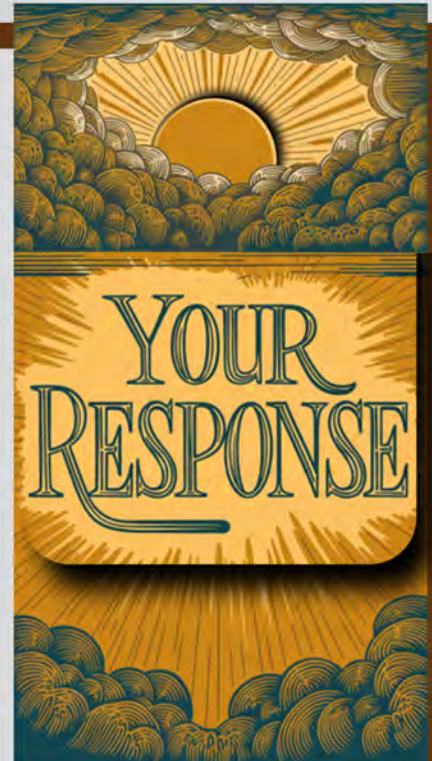


Each group will represent a key government organization involved in the response.

Your Group - Your Zoom Breakout Room Number

Your Task Is to (this is on your Padlet Page)

- Define your **immediate priorities** and actions for this disaster.
- Identify when and how your **need to collaborate** with other organizations (government and NGOs)
- Brainstorm **one future-focused strategy** to improve resiliency for future disasters.





**Resiliency isn't just
about bouncing back—it's
about planning ahead.**

Where are your biggest vulnerabilities today when it comes to be resilient and prepared for emergencies?

What has to happen in the coming years to address these vulnerabilities?



TECHNOLOGY

Technology

Shaping the future of government operations and service delivery.

FOCUS AREAS

1

Adopting new technologies for efficiency

2

Strengthening cybersecurity

3

Promoting digital inclusion

4

Using data-driven decision making

Why is this important?

- _____ expect faster, more efficient, and more accessible services.
- _____ are increasing, demanding robust security upgrades and measures.
- Governments must close the _____ to ensure access for all communities.
- _____ decision-making is more effective, saving time and resources.
- _____ integration has the potential to boost efficiency and delivery.

Public Sector Technology THE NEXT 10 YEARS

- _____ and _____ will transform service delivery (e.g., chatbots, automated workflows).
- Broader adoption of _____ in urban and rural areas.
- Expansion of digital inclusion initiatives to close _____ access gaps.
- Data _____ and _____ computing will become central to policy decisions



Using AI Activity

Activity Goal:

Explore emerging technologies and their potential impact on your organization in the coming decade.

- **Pick your AI Tool**
 - ChatGPT
 - Google Gemini
 - Claude
 - Perplexity
 - Mistral
 - Poe.com (My favorite AI hub for multiple platforms)
- See the **prepared question list in Padlet**. You are not limited to these!
- Record your **most interesting, surprising, or off the wall answers** on the Padlet. We'll discuss as a group.

<https://padlet.com/tabbimk/ai>



Digital Transformation is not optional - it's essential for the future of government.

What are some ways your organization can leverage AI or technology to create impact in the next 5 years?

What is one step you will take to learn more about emerging technologies and their potential impact on your organization?



COMMUNITY
Engagement

Community Engagement

The process of building _____, fostering _____, and working with _____ to address shared goals and challenges.

FOCUS AREAS

1

Building trust and transparency

2

Engaging citizens meaningfully

3

Improving access

Why is this important?

- _____ in government fluctuates and at state and federal levels has declined, making engagement critical.
- Meaningful engagement builds _____, strengthens _____, and improves _____ outcomes.
- Transparent and inclusive processes ensure all _____ feel heard and represented.

Community Engagement

THE NEXT 10 YEARS

- Technology and _____ (e.g., social media, virtual town halls) make outreach more accessible.
- Partnerships with _____ amplify impact and build trust.
- Innovative _____ (e.g., participatory budgeting, citizen advisory boards) empower communities.



To DO:

- Discuss the Challenges on the next page.
- Identify 2-3 actionable strategies to address these challenges
- Keep a list - we will share at the end (pick someone to share!)
- 20 minutes to discuss

Discuss These!

- **Challenge #1:** What are the biggest barriers to building trust and transparency in your organization's processes?

- **Challenge #2:** How can your organization engage citizens more meaningfully?

- **Challenge #3:** What challenges exist in providing fair access to your organization's services, and how can they be addressed?

- **Future Focus:** How can technology, partnerships, or innovative practices transform your approach to community engagement?



**DISCUSSION
PROMPTS**



Rebuilding public trust and fostering meaningful engagement isn't just good governance—it's essential for creating a stronger, more connected future for all communities.

What is one way my organization needs to change to better connect with the public?

What is one step I can personally take to prioritize trust and transparency in my role?



**WORKFORCE
DEVELOPMENT**

Workforce Development

The strategic process of _____, _____, and _____ talent to meet organizational goals, adapt to changing workforce trends, and foster a safe and productive work culture.

FOCUS AREAS

1

Attracting,
Retaining, &
Upskilling
Talent

2

Adapting to
Multi-
generational
Needs

3

Leadership
Development

4

Future
Workforce
Trends

Why is this important?

- Attract and retain skilled public employees to compete with the _____.
- Meet evolving workforce expectations to ensure _____ and support _____.
- Enhance public sector innovation through diverse _____ and better _____.

JOB TEMPLATE



Imagine it's 2032, and your organization is hiring for a critical new role.

Your goal is to craft a job description that excites a diverse and talented group of individuals to apply.

This job description should reflect your organization's values, commitment to a strong work culture, and future-ready practices like hybrid work, employee well-being, and professional development.

- **Job Title:** Reflects this brand new role and its importance.
- **Job Summary:** A concise statement about why the role matters.
- **Responsibilities:** 3-5 Future-focused tasks or expectations.
- **Qualifications:** What skills and knowledge does the successful candidate have?
- **Benefits:** Why should your ideal candidate apply? Highlight perks and support systems - beyond insurance and retirement.

To DO:

- You have 10 minutes to share all job descriptions.
- Team selects the best future job description
- Full group - each group shares the title and summary of their winning job description

The future of workforce development is about more than just filling roles— it's about creating opportunities, embracing equity, and supporting the people who will shape your organization's success.



Economic Innovation

Fiscal Planning & Economic Innovation

Strategically managing financial resources and fostering new ideas to build resilient, sustainable, and thriving communities.

FOCUS AREAS

1

Building
Financial
Resilience &
Sustainability

2

Investing in
Infrastructure
& Economic
Growth

3

Supporting
Entrepreneurs
& Local
Businesses

4

Leveraging
Public-Private
Partnerships
(PPPs)

Why is this important?

- **Aging** _____ - increased demand for healthcare and social services while shrinking the workforce.
- **Aging** _____ - will require significant investments to repair and modernize outdated systems.
- _____ **advancements** - will disrupt industries, requiring communities to adapt quickly.
- **Economic** _____ - from recessions to global crises - will test the strength of revenue streams and funding strategies.

Fiscal Planning & Economic Innovation

THE NEXT 10 YEARS

- Increased Focus on _____.
- Technology-Driven _____.
- Shifts in Workforce _____.
- Hybrid _____ Models.

The Economic Resilience Challenge

GOAL:

Your team will act as city planners tasked with designing a resilient and innovative city that addresses fiscal and economic challenges.

You will make strategic decisions and respond to real-world scenarios to build your city's foundation, tackle challenges, and define a vision for its future.



<https://padlet.com/tabbimk/economic>

On that page is a link to your TEAM padlet board with instructions!



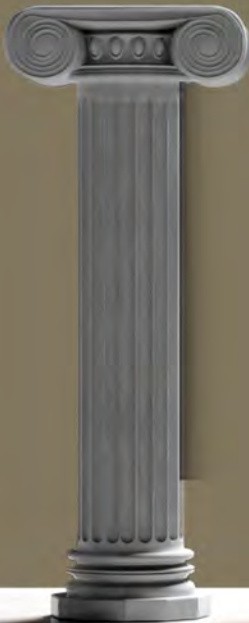
The organizations that succeed in the next decade will be those that prioritize resilience, invest in people, and innovate fearlessly.

The 5 Pillars of the Future

Resiliency and Preparedness



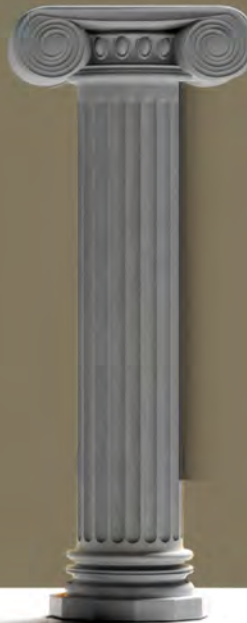
Technology



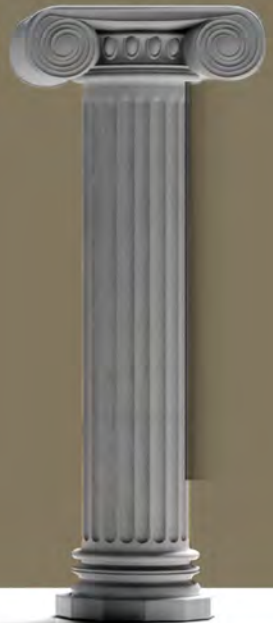
Community Engagement



Workforce Development



Economic Innovation





Using the five pillars, what do you imagine will impact your position the most in:

The next year?

The next 5 years?

Beyond?

How can you proactively drive positive changes in your organization or community?

What are you most excited about?

What gives you the most heartache or concern?

What is one thing you can do this week to help drive positive change?