



Strategic Alignment Services

Industry: Government

Need

A government agency in pandemic recovery mode was not keeping pace with evolving constituent expectations, leading to a disappointing and unproductive work environment. With new leadership guiding its strategic direction, its traditional operating model needed to shift to a more agile approach.

Solution

Using survey data, collaboration with key stakeholders, and dozens of interactive workshops, AAG helped the team develop and implement comprehensive strategic plans for several divisions using the Work of Leaders framework: Vision, Alignment, and Execution.

- **Visioning & Alignment:** The practice of developing a unifying purpose, challenging assumptions, and clarifying underlying goals and objectives. This process culminated in the development of a Strategic Alignment Roadmap inclusive of guiding principles, short and long-range plans, scorecards, and an accountability matrix.
- **Execution:** Aimed at making the vision a reality, organizational leaders learned to champion execution through a regular cadence of continual communication—upward, downward, laterally, internally, and externally – to maintain alignment, measure success, and accomplish goals.

Results

Improved Communication: Team members know what is going on in all areas of the business and what's on the horizon, reducing their mobilization time to address new community issues.

- **Future-proofed:** These optimization measures positioned the agency for long-term success in a rapidly evolving landscape.
- **Leadership development:** Existing staff and emerging leaders are ready for future crisis management roles and to be promoted internally.
- **Agile Practices:** Each participating group in the agency has a cohesive path forward rooted in agility. They are committed to the future state of their division and well-prepared to adjust when new challenges arise.



Leah Jaramillo

Director of Learning & Development

"AAG's strategic planning projects yield significant results for organizations, especially those with institutionalized systems that have been in place for decades. When teams adopt strategic alignment as an operating practice versus treating Strategy as a one-time event exclusive to only a select few, a new normal becomes available."