AGENDA

LEADERSHIP FORUM

INSTITUTE FOR THE STUDY OF PUBLIC POLICY IMPLEMENTATION

What actions can an agency take to transform itself to meet the challenge of a major public policy implementation effort?

November 2, 2004

8:00  Continental breakfast

8:30  Welcome and Introduction to the Institute for the Study of Public Policy Implementation

8:45  Table Discussion: What processes does your agency currently use to implement a major policy change? Has the process been successful? Why or Why not?

9:15  Anthony Ciotola, Partner, Signature Resources: Introduction to process used by IRS Appeals to implement a major public policy implementation effort.

9:30  Presentation by David Robison, National Chief of IRS Appeals: Background and Results

10:15 Break

10:30 Presentation by Karen Ammons: Deputy Chief of IRS Appeals: Building a team and creating a breakthrough

11:15 Table Discussion: What elements of the process introduced today can I use in my agency to aid transformational efforts?

11:30 Lunch

Leadership Forum Future Schedule

Tuesday, December 7, 2004        Tuesday, January 11, 2005