

The Effective Organization: Building Success From Within

Highly effective organizations exhibit strengths across five areas: leadership, people, structure, processes, and systems. For an organization to achieve and sustain success, it must align its goals strategically in an effort to attain desired results. In essence, every employee's contribution impacts the organization's mission, and all work performed is defined and enabled by the people, processes, and systems. In an effective work environment, employees devote time to activities that create the most valuable output. Conversely, ineffective work efforts lead to lack of coordination, overlapping roles, mismanaged resources, inadequate work flow, reduced responsiveness, and conflicting communication. Identifying potential areas of weakness is critically important to improving organizational effectiveness. By focusing on areas where improvement is needed, organizations can create viable mechanisms for building future success and ensuring continued growth for years to come.

You should attend this panel discussion if...

- ❖ You are seeking to establish a clearly defined organizational vision, mission, goals, values and expectations
- ❖ You want to foster sufficient collaboration among teams to achieve desired results
- ❖ You desire to implement metrics to measure organizational results
- ❖ You would like to institute standardized operating procedures to ensure business continuity
- ❖ You want to eliminate redundancy and duplication of work to improve work flow
- ❖ You want to create an internal control system with well-defined policies to drive compliance
- ❖ You are seeking to establish results-oriented processes that support efficient use of resources

Tuesday, September 20, 2016 ♦ 1:00 p.m. – 3:00 p.m. ♦ Learning and Development Center ♦ Auditorium



Prior to being elected Controller in December 2015, Chris Brown served as Chief Deputy City Controller, where he managed the day-to-day operations of the Controller's Office and oversaw the Executive Division of the office. Before being appointed Chief Deputy City Controller in 2009, Chris served as City Council Chief of Staff, overseeing community development initiatives and serving as a liaison to the Budget and Fiscal Affairs Committee. Chris began his career as a trader for Coastal Securities. After several years, Chris co-founded an equity trading firm, serving as Head of Operations. Chris attended Texas Christian University and obtained a Bachelor of Business Administration in Finance and later a Master in Business Administration from the University of Houston.

Chris Brown
Houston City
Controller,
Office of the
City of Houston
Controller



Judge Hartle was appointed to serve as Director and Presiding Judge of the Municipal Courts Department in September of 2010. Prior to this appointment, Judge Hartle served the City of Houston as both a full-time Judge and Associate Judge. Before joining the City of Houston, she served as a Guardianship Attorney for the Texas Department of Aging and Disability Services, as a Regional Adult Protective Services Attorney for the Texas Department of Family and Protective Services, and served the City of Austin as an Assistant City Attorney-Prosecutor. Judge Hartle earned her Bachelor's degree in Social Work from the University of Texas at Austin, her Masters of Arts in Human Services from Saint Edward's University, and her Juris Doctorate degree from Saint Mary's University School of Law in San Antonio, Texas.

Barbara E. Hartle
Director and
Presiding Judge,
Municipal Courts
Department



Scott Minnix has served as the Director of the General Services Department since November 2010, with oversight of Building Design and Construction, Property Management, Real Estate, Security, and Employee Development. He oversees the day-to-day building operations of nearly 400 facilities representing over 8 million square feet of occupied space. Prior to joining the City of Houston, he held an executive position for the City of Seattle as Director of Facility Operations in the Fleet and Facility Department. He has a unique ability to coach and get positive results optimizing team and individual performance. A former officer in the U.S. Naval Reserve, Minnix earned a B.A. in Business Administration/Management from the University of Puget Sound and a Master of Public Administration from the University of Washington.

Scott Minnix
Director,
General
Services
Department



As Director for the Office of Business Opportunity, Carlecia D. Wright ensures diverse businesses have fair access to and active participation in Houston's procurement program. A 16-year veteran of public service leadership, Carlecia's commitment to economic and community development excellence is evidenced in the long-term impact she's made beyond Houston's borders. During her tenure with the City of New York's Small Business Services and Housing Preservation and Development departments, she worked closely with executive leadership on organizational priorities, strategy, change management and key policy initiatives. She has a Bachelor's Degree from Columbia College of Chicago and a Master's Degree from New York University's Robert F. Wagner School of Public Service. She is also a graduate of the City of New York's Leadership Institute, the Center for Houston's Future and Leadership Houston.

Carlecia D. Wright
Director,
Office of
Business
Opportunity



Mark A. Norton is Assistant Director and Chief Technology Officer for the Municipal Courts Department. In his role, Mr. Norton is responsible for leading the Courts' technology direction, support, and integration of applications and processes with internal and external stakeholders. A motivated self-starter, he is a diversely experienced professional with 30 years of top-tier performance in energy, oil & gas, consulting, and public sector. He possesses a B.A. in Psychology with a minor in Natural Sciences from the University of Louisville, and an MBA in Finance from the University of Kentucky. Mr. Norton is a Certified Project Manager; holds a Life Certification as a Senior Professional in Human Resources; and is a graduate of the City of Houston's Leadership Institute Program.

Mark A. Norton
Assistant
Director,
Municipal
Courts
Department

Ask 
the EXPERT
Panel Series