

**City of Ramsey**  
**“A New Day...A New Beginning”**  
**Lessons Learned from the past**

The Strategic Planning Group identified the following “Lessons Learned” in relationship to the past:

**Purpose**

- None of us is bigger than the organization; we are here for the residents – they are at the top of the organization chart
- If it doesn't contribute to the vision, don't do it

**Financial Impacts**

- The City's negative image is far-reaching, hard to reverse, and has financial implications
- Lack of trust has a cost
- Lack of preparation has a cost
- Don't throw good money after bad money

**Decision-Making**

- Work toward consensus but understand that it isn't critical that you all agree
- Don't question the motivations behind the decisions because it undermines the trust and respect of one another

**Personal Accountability**

- Hold people accountable
- All voices must be heard
- Bring issues to meetings
- Don't take it personally
- Verify before crucify
- Don't get too comfortable because things will change

**Communications**

- Good communications both internally and externally that are timely and well-distributed will help minimize misunderstandings and mistrust
- One to one communication is best

Edited by Anita S. Duckor

