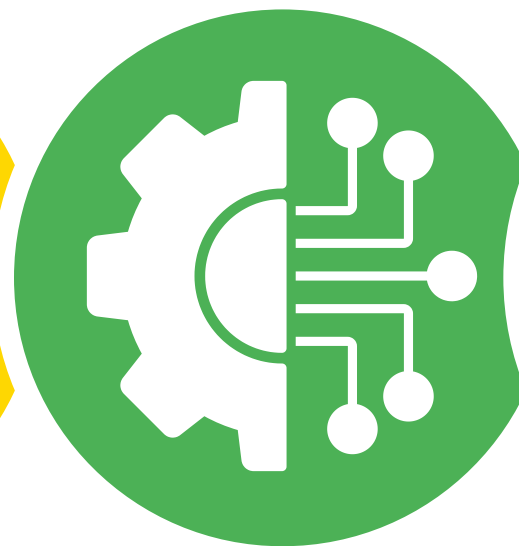




2026

COMMON CENTS

Making Sense of Change



PEOPLE • PROCESS • TECHNOLOGY • IMPACT



PEOPLE

“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

–Maya Angelou



P
E
O
P
L
E

Hold On?

or

Let Go?

Decide quickly. Be honest.

Closed Fist = Hold On

Both Hands Up = Let Go



P
E
O
P
L
E

Hold On or Let Go?

Accountability for the
results of my team.



P
E
O
P
L
E

Hold On or Let Go?

A task someone on my
team can do as well as, or
better than, I can.



P
E
O
P
L
E

Hold On or Let Go?

Being copied on every
email related to my area of
responsibility.



P
E
O
P
L
E

Hold On or Let Go?

Making sure my team
understands what success
looks like.



P
E
O
P
L
E

Hold On or Let Go?

A process I continue to
handle myself because “it’s
just easier if I do it.”



PEOPLE

Hold On or Let Go?

Deciding exactly how
someone should
accomplish a task after I
have clearly explained the
desired result.



P
E
O
P
L
E

Hold On or Let Go?

Creating an environment
where people can tell me
when they think I am wrong.



P
E
O
P
L
E

Hold On or Let Go?

Rechecking work from a capable employee simply because I would have done it differently.



P
E
O
P
L
E

Hold On or Let Go?

Developing people who
could eventually perform
parts of my job.



PEOPLE

Hold On or Let Go?

Allowing someone to solve a problem differently than I would, as long as the outcome is right.



P
E
O
P
L
E

Hold On or Let Go?

Final Question

CONTROL



P
E
O
P
L
E

Key Takeaway

HOLD ON TO

Purpose

Expectations

Accountability

LET GO OF

Control

Perfection

“My Way”

Trust your people.



P R O C E S S

**“Great things are not done by
impulse, but by a series of
small things brought
together.”**

–Vincent van Gogh



P
R
O
C
E
S
S

The Ripple Effect

Watch. Listen. Join in. Pass it On.



P R O C E S S

Key Takeaway

No single sound creates the storm

The outcome happens when everyone:

- knows their step,
- performs it at the right time, and
- transitions appropriately to the next step.

When a step is skipped, delayed, or performed inconsistently, the end result changes.

**Process works when the
pieces work together.**



T
E
C
H
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O
G
Y

**“It’s not a faith in technology.
It’s faith in people.”**

–Steve Jobs



T
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L
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G
Y

Technology Says...

Use the tool. Keep the judgment.

**For the next few minutes, your instructions
will come from the screen.**

Don't listen to me.
Do what the technology tells you to do.



T
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C
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Technology says...

Raise your right hand.





T
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N
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L
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G
Y

Technology says...

Put your hand down.



T
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L
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Y

Technology says...

Clap twice.

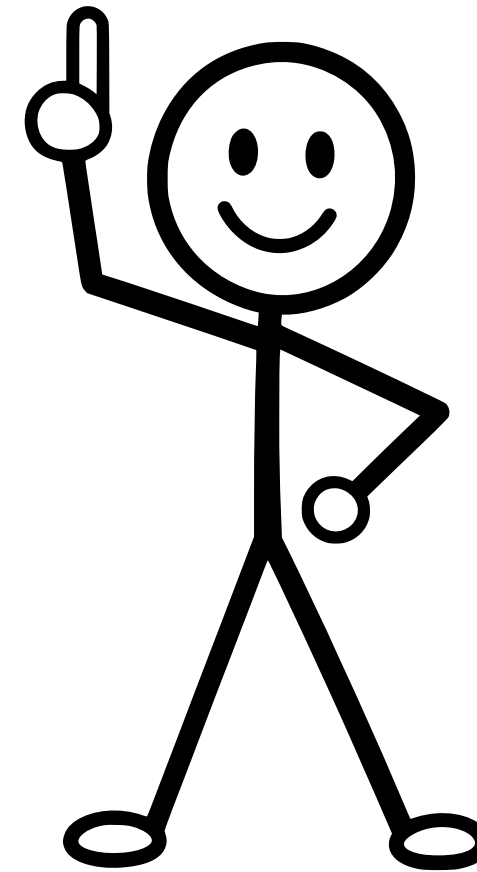




T
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Technology says...

Point to the ceiling.





T
E
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N
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Technology says...

Give the person beside you
a thumbs-up.





T
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C
H
N
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O
G
Y

Technology says...

Stand up.





T
E
C
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N
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G
Y

Technology says...

Sit down.





T
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C
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Technology says...

Raise your left hand.





T
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Technology says...

Clap three times.

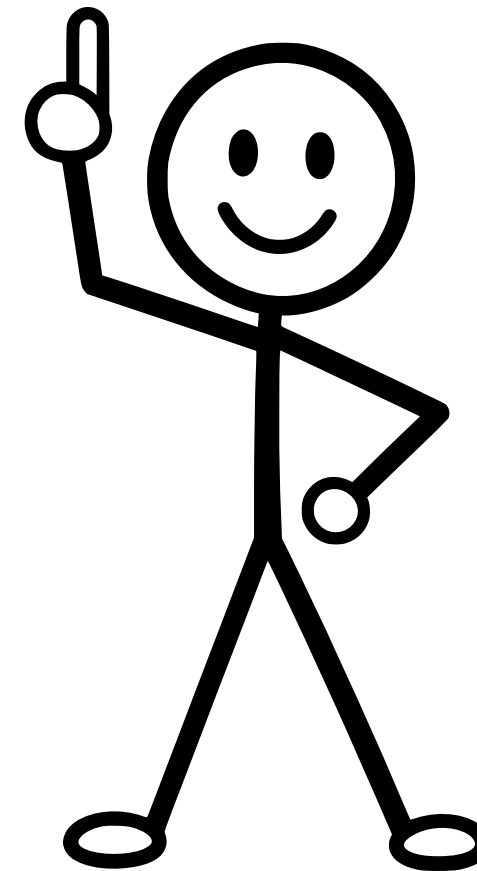




T
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C
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G
Y

Technology says...

Point to the ground.





T
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H
N
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G
Y

Technology says...

Stand up.

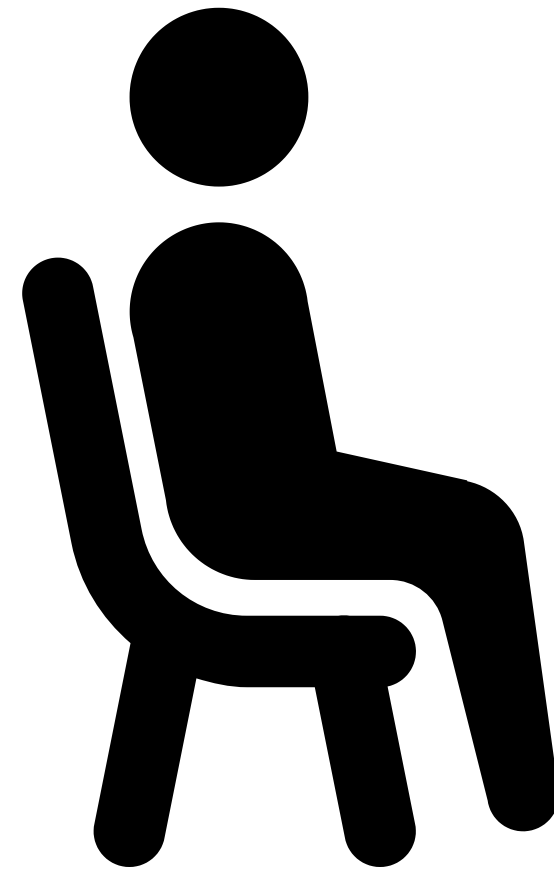




T
E
C
H
N
O
L
O
G
Y

Technology says...

Remain seated.





T
E
C
H
N
O
L
O
G
Y

Technology says...

Turn to the person beside
you and tell them their
answer is wrong.





T
E
C
H
N
O
L
O
G
Y

Technology says...

Approve the transaction.



T
E
C
H
N
O
L
O
G
Y

Technology says...

Warning: Missing Information

Approval Required

Check Budget

Incorrect Document Date

View Exceptions

Action Required

Error

Submit

Save for Later

Fail (No Budget)



T
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C
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N
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L
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G
Y

Technology says...

APPROVE

You don't recognize the transaction.
The amount looks incorrect.
But the system routed it to you...

**Do you approve it simply because
the system told you to?**



T
E
C
H
N
O
L
O
G
Y

The system accepted it.

Does that mean it is right?

The report ran successfully.

Does that mean the data is accurate?

The workflow is complete.

Does that mean the outcome makes sense?

No errors found.

Does that mean nobody needs to look at it?



T
E
C
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N
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G
Y

Key Takeaway

Technology can route, calculate, alert, and automate.

People still bring:

CONTEXT • JUDGMENT • ACCOUNTABILITY

Technology enables. People decide.



I
M
P
A
C
T

**“Alone we can do so little;
together we can do so much.”**

–Helen Keller



I
M
P
A
C
T

**What is one thing you heard,
learned or considered during
this conference that you could
actually do differently when
you return to work?**

Take a moment. Pick one.



I
M
P
A
C
T

If you have one,

STAND **UP**



I
M
P
A
C
T

**If it could affect at least
one other person,**

KEEP **STANDING**



I
M
P
A
C
T

**If it could save time, reduce
frustration, improve a process,
prevent an error, or support a
better decision,**

REMAIN

STANDING



I
M
P
A
C
T

Key Takeaway

Impact doesn't necessarily begin with one major initiative. It can begin with hundreds of people each making one meaningful improvement.

If everyone in this room made one thing better, what could that change across the State of Georgia?

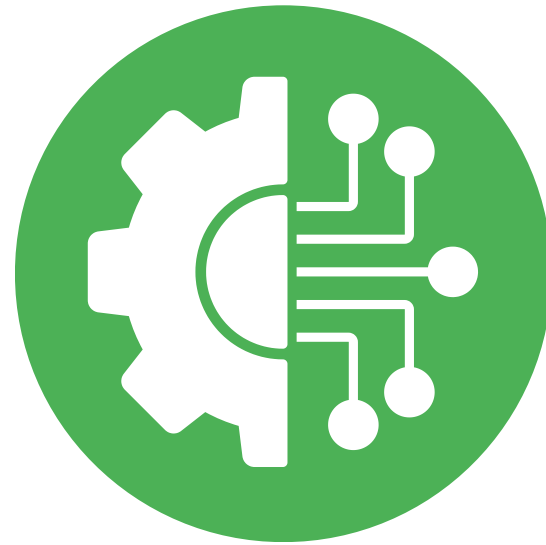


2026



People

Let go enough to trust
and empower others.



Process

Rethink what isn't
working.



Technology

Use the tools. Keep the
judgment.



Impact

Turn what you learned
into what you do next.