



# THE DIFFERENCE BETWEEN “INTERESTING” AND “OOPS”

Jessica Kinser  
City of Marshalltown

# LESSON 1

## EVERYTHING IS YOUR MISTAKE

“When you blame others, you give up your power to change.”

*Robert Anthony*

Own your mistakes before someone else exaggerates them

Don't freak out the errors of others

Take the blame for anything else someone wants to place on you



# LESSON 2

## HAVE A PLAN & STICK TO IT

“Hard work is not a replacement for solid strategy.”

*Tracy Kroop*



# LESSON 3

## CONSIDER ALL OPTIONS

“I think you’ve got several options. They are all terrible, but you have them”

*Chris Traeger, Parks & Rec*

Doing nothing is an option

You are the policy implementer,  
not maker

