

Effective Community Governance: Improving How Communities Improve Themselves

Effective Community Governance (ECG) is a set of ideas to help people and organizations become more effective at improving communities. When community leaders, public and nonprofit managers, and citizens use these ideas to their fullest, they will not only achieve one-time benefits, they will also foster a continual cycle of community renewal and improvement.



The four "Advanced Governance Practices" of ECG are represented by the overlapping areas in the figure, which are achieved by aligning "core community skills" as follows:

- 1. Community Problem Solving:** Aligns "Engaging Citizens" and "Getting Things Done."
- 2. Organizations Managing for Results:** Aligns "Measuring Results" and "Getting Things Done."
- 3. Citizens Reaching for Results:** Aligns "Engaging Citizens" and "Measuring Results."
- 4. Communities Governing for Results:** Aligns all three core skills.

Four "Key Improvement Themes" are common in communities with effective governance:

- Robust citizen engagement in multiple roles
- Use of performance feedback in organizational or community decisions
- Linking desired results to resources and accountable people or organizations
- Use of strong collaborations

When governments, community organizations, and citizens support these themes, they make improvement of their community a strong, self-renewing process.

For more information see www.effectivegovernance.net or the book *Results That Matter* by Paul D. Epstein, Paul M. Coates, and Lyle D. Wray with David Swain (San Francisco: Jossey-Bass, 2006).

Contact: Paul Epstein at epstein@epsteinandfass.com and 212-349-1719