



 spillteem®

# City Council Retreat

& Workshop Session Agenda

“ OUR FOCUS IS TO SHIFT THE  
THINKING CULTURE OF  
ORGANIZATIONS BY SERVING  
THE PEOPLE IN THEM. ”

[SPILLTEEM.COM](http://SPILLTEEM.COM)



# WHO IS THE SPILL TEEM® ?



## That's a great question!

We're a group of Human-Centered strategists, speakers, and workshop designers with an extensive background in service, product, and behavioral design. Our team collectively carries 70+ years of human services experience, business strategy, designing internal and external frameworks of cultural change, and crafting efficiency models that yield collaborative commitment. So basically, we've got you covered!

**CHECK OUT SOME  
OF OUR WORK!**



With our unique vantage point of an outside lens, we illuminate what isn't typically seen from inside problem-solving. This has empowered us as we've partnered with local government, educational institutions, businesses both small & large, and global enterprises to innovate sustainable change.

**HUMAN-CENTERED DESIGN-  
DRIVEN COMPANIES OUT  
PERFORM BY 211%**

S&P Index, 2022

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## WELCOME!

This one-and-a-half-day retreat and workshop is designed to help us reflect, absorb key updates, and think boldly about the future. Through strategic updates, community insights, and forward-looking design exercises, we'll explore where we are, the direction shaping our work, and what could be next.

## DAY ONE: UNDERSTANDING

A day to listen, reflect, and better understand the current landscape, from strategic priorities and budget to community feedback and internal updates.

**We'll understand where "it" is!**

- 9:00 AM** Welcome, Introductions & Workshop Purpose
- 9:10 AM** Strategic Priorities Refresher
- 9:40 AM** Community Survey Results
- 10:20 AM** Reflection Exercise
- 10:45 AM** Financial & Budget Overview
- 11:55 AM** Reflection Exercise
- 12:10 PM** Lunch
- 12:30 PM** Understanding Top Tier Priorities
- 12:50 PM** Strategic Priority Update #1 + Reflection
- 2:00 PM** Strategic Priority Update #2 + Reflection
- 3:05 PM** Strategic Priority Update #3 + Reflection
- 4:30 PM** Closing Reflections & Preview of Day 2




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## DAY TWO: EXPLORING

You can expect a dynamic session that keeps you on your feet! Rooted in a foundation of past and current decisions and directions, paired with the understanding from day one, this is a day to think forward! You'll explore tensions, required trade-offs, and reveal new opportunities.

**We'll explore and imagine what is and what could be!**

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- 9:00 AM** Welcome Back & Day 1 Recap - Grounding in Strategic Priorities
  - 9:15 AM** Future Casting Pt. 1 - "What is...?" (Round 1)
  - 9:35 AM** Future Casting Pt. 1 - "What is...?" (Round 2)
  - 9:55 AM** Future Casting Pt. 1 - "What is...?" (Round 3)
  - 10:25 AM** Future Casting Pt. 2 Introduction
  - 10:40 AM** Future Casting Pt. 2 - "What could be...?" (Round 1)
  - 11:20 AM** Future Casting Pt. 2 - "What could be...?" (Round 2)
  - 11:50 AM** Future Casting Pt. 2 - "What could be...?" (Round 3)
  - 1:00 PM** Closing Reflections & Appreciation