

BECOMING A MISSION & VALUES BASED ORGANIZATION



Presentation to
City Council

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Mark Relph,
City Manager

&

Noël Mink,
Director of
Human Resources

CITY-WIDE ORGANIZATIONAL DEVELOPMENT PLAN

- City Manager's 2019 Performance Goal
- \$125,000 allocated for 2019
- Council direction to proceed & release the proviso



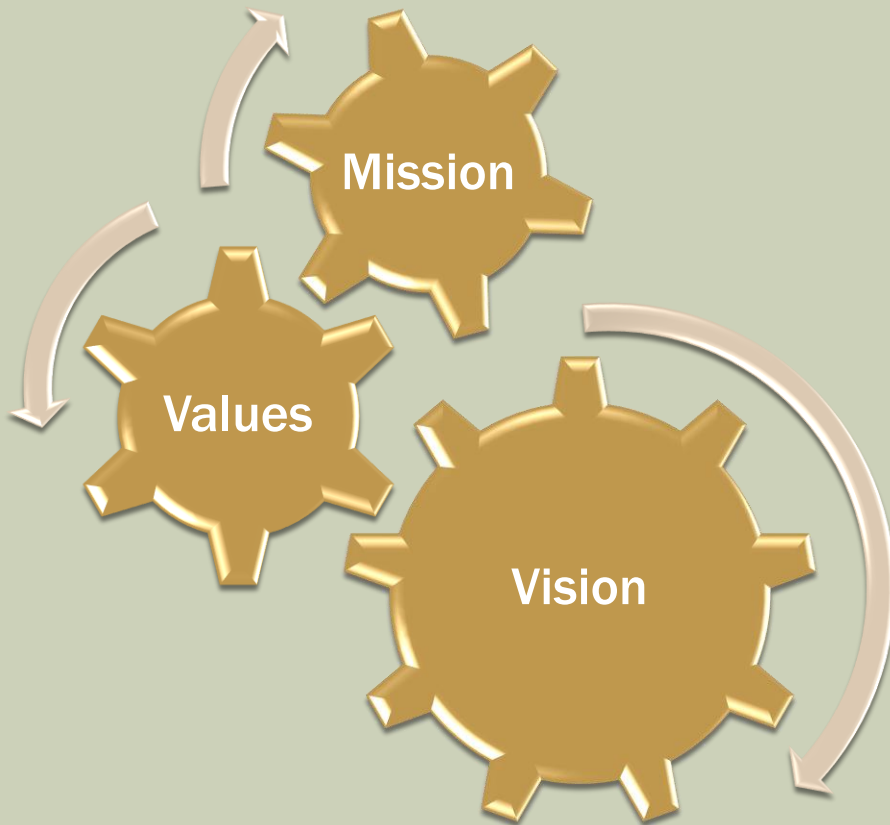
WHY ORGANIZATIONAL DEVELOPMENT PLAN?

“Culture Eats Strategy for Lunch”

by Peter Drucker, made famous by Mark Fields, President at Ford.

- Any organization disconnecting the two are putting their success at risk.
- Many leaders have underestimated the power of **culture** & failed in their new **strategies** because of it.
- “Team Tipton” & development review process project
 - city-wide culture must be addressed to make lasting change.

COMPONENTS TO CULTURE CHANGE



Vision:

- A guide for the mission
- The organizations ideal state (future focused)
- Beyond the current reach

Mission:

- What we do (Services)
- Who we do it for (Customers)
- Why we do it (Purpose)

Values:

- How we carry out the mission
- How we treat others
- Basis for decision making
- Purposeful culture

MILESTONES TO INCLUDE IN RFP



Executive
Charting



Gap
Analysis &
Employee
Engagement



All City
Training



New Hire
Onboarding



Measure
&
Calibrate



POTENTIAL DELIVERABLES IN THE PROCESS

- Performance Evaluations
- Performance Measures / Balanced Scorecard
- Connection and integration to PBB
- Connection to Citizen Satisfaction Survey
- Organizational Integration of “Envision Littleton”



POTENTIAL DELIVERABLES IN THE PROCESS - CONTINUED

- Identification of training needs (e.g. customer service)
- Train the trainer program
- Guidance on updating on-boarding process
- Employee service awards
- Outreach/education to our customer base



USE OF FUNDS BEYOND THE CONSULTANT

- **Branding Efforts – Working in partnership with Communications**
 - Logo for values/mission/vision
 - Update PowerPoints, letter head, screen savers, ID badges, employee recognitions etc.
 - Social Media
- **Helping to provide coverage for any overtime as a result of all employee training**



NEXT STEPS



- City Manager's Office & Human Resources to craft an RFP
- Selection of consulting firm
- Formation of Employee Engagement/Advisory/Steering Committee
 - Full spectrum of employees (jobs, pay, work place)

QUESTIONS FOR COUNCIL

- Does Council support proceeding with the organizational development plan and releasing the budget proviso?

