

T3.06 RGB and MTT - 6958 - Charts

13/10 **OUTCOMES** *Nov 18/04*

- IMPROVE RELATIONSHIPS
- LEARN & DO
- UPGRADE ACCOUNTABILITY
- UNDERSTAND MORE RGB (1)

AGENDA

- SETUP
- ONE-ON-ONE INTROS ^{w/ work}
- MATCHING TASKS ^{w/ TALENT}
- RGB LECTUREtte (1)
- ELEMENT SURVEY ITEMS
- EXAMS & EVALUATIONS

GEMS

- AWARDED IN SESSIONS
- DOING 101 ACTS...
- DOING EXAMS (PASSING)
- HOMEWORK EVIDENCE
- INNOVATIVE STUFF
- REGISTRATION (2)

ASK:

NAMES *13/10*

Q4

DEPARTMENT →

Relationship plug it forward →

DESCRIBE ACCOUNTABILITY (3)

A. Jessie

- 1 CLEAR LINES OF COMM.
- 2 FAIRNESS AND EQUITY
- 3 CLEAR CHAIN OF COMMAND
- 4 PAY INCREASE
- 5 CLEAR JOB DESCRIPTIONS (WRITTEN FORM)
- 6 NEEDED RESOURCES I.E. BUDGET
- 7 ADEQUATE STAFFING

RESPOND TO E-MAILS
SAY THANK YOU
SHARE RESOURCES (STAFF AND EQUIPMENT)
DEF. INTERDEPARTMENTAL ACTIVITIES

OWNING UP TO ONE'S MISTAKES.
HOLD OTHERS ACCOUNTABLE FOR THEIR PROFESSIONALISM.

B. Beth Wimmer

ULTIMATE DEPARTMENT

- 1 OPEN COMMUNICATION BETWEEN UNITS WITH ALL RESPECT TO EACH OTHER'S RESPONSIBILITIES AND PLANS
- 2 CLEAR ORGANIZATIONAL STRUCTURE AND CHAIN OF COMMAND
- 3 CLEAR DOCUMENTATION OF JOB RESPONSIBILITIES AND DUTIES
- 4 COMPETITIVE RECRUITMENT AND COMPENSATION
- 5 CLEARLY DEFINED MERIT BASED REWARDS AND RECOGNITIONS
- 6 REGULAR STRUCTURED MEETINGS BETWEEN RELATED GROUPS TO REINFORCE BUDGET, PROJECTS, FUNDING, ETC.
- 7

1. PRACTICE AND COMMIT TO COMMUNICATING WITH EACH OTHER
2. ACTING FOR THE GOOD OF ALL WILL BENEFIT THE ONE AND THE GROUP
3. develop and enforce both REWARDS and CONSEQUENCES
4. include everyone in the program at the level of their request, for budgeting, planning, etc.

OWN ~~THE~~ YOUR ACTIONS - POSITIVE OR NEGATIVE AND OWN THE CONSEQUENCES

BE RESPONSIBLE/OWN YOUR ACTIONS OR INACTIONS RELATIVE TO YOUR OWN SPACE AND HOW YOU AFFECT THE SPACE OF OTHERS

"D" Not used

C. David L. / Susane

- 1 CLEAR CHAIN OF COMMAND - FLOW CHARTS
- 2 SHARED VISION DETERMINED BY ENTIRE DEPARTMENT
- 3 BRING IN STAFF w/ CITY OFFICIALS AND DEPT. (BRING SUPPORTERS) AND HAVE THEM I.E. ADOPT, CITY COUNCIL ETC. KNOW WHERE THEY ARE
- 4 AVOID TO HAVE CONFRONTATIONAL CONTACT FOR PROBLEM SOLVING
- 5 EVERYONE TO ENJOY THEIR JOBS, COMMUNAS ETC.
- 6 EMPLOYEES BEING COMPENSATED (PAID) ON PARITY w/ SURROUNDING CITIES
- 7 BE THE BEST DEPARTMENT IN THE CITY!

- Compliment - PASS IT ON
- CARE ABOUT EACH OTHER OUTSIDE OF JOB
- LOOK OUTSIDE OF JOB DESCRIPTION TO HELP, IMPROVE SELF + DEPT.
- LISTEN, LEARN, PASS IT ON

IF YOU SAY IT, DO IT, OWN IT, BE PROUD OF IT

E. Ryan Smith Gaynell Drummond

- 1 Well defined MISSION STATEMENT
- 2 A "REALISTIC" WORKABLE budget
- 3 Top of the line Facilities + Equipment
- 4 Staff has the opportunities for Development + Growth
- 5 City Council support for P+R as essential core
- 6 City Council's support for Eco Laws Services
- 7 Citywide support for our historic + ecological way of life.

- A determination to work together
- A removal of "me" when making decisions
- Be a whistleblower - Don't be afraid to say something's wrong
- Say what you mean, mean what you say.
- Highly engaged staff has the ability to make ^{good} decisions
- City Council recognizes accomplishments with ^{good} pay increases.

F. Chris + Stephanie

- 1 No animosity among different areas
- 2 Hire people that are qualified for position (no favoritism)
- 3 Help each other out (whenever possible)
- 4 Develop better work relationships within our dept
- 5
- 6
- 7

See #3 above

Knowing

Doing your job!

Completing your task

G. CYNTHIA + JAN

- 1 PROCESSES SIMPLIFIED
- 2 FOLLOW THRU COMPLETED W/O CHECKING
- 3 GO TO PEOPLE ARE KNOWN
- 4 ~~GO TO~~ DEFINE FLOW CHART
- 5 PROTOCOL
- 6 STAFF USED + VALUED - KNOWLEDGE & SKILLS
- 7 WRITTEN VISION STATEMENT
(CLEAR / SIMPLIFIED / ALIGNED)

8. CAREER PATHS

- * INTERACTION W/ OTHERS OUTSIDE YOUR TEAM
- * KNOWING PROTOCOL
- * PARTICIPATION IN DEPT GATHERING
- * CELEBRATING POSITIVES

- KNOWING EXPECTATIONS
- CONSEQUENCES WHEN WE NOT COMPLETED
- EVERYONE IS INVOLVED

H. Beverly + Art

- 1 2nd positions based on knowledge, skills + abilities
- 2 People will DO THEIR JOB
- 3 No Rumor mill
- 4 Career Paths Process in Place
- 5 Accountability - Positive + Negative
- 6 Improved pay scale, except WAE and make into wage.
- 7 Staff will know lines of communication.
- 8 Exit interviews to complete processes

Improve Relationships:

Understand other duties + their position
Truly respect each other + their position

Accountability - Checks + balances - positive negative

I. RANDALL + PATTY

- 1 ADVANCEMENT WITHIN DEPARTMENT
- 2 EACH DIVISION HAVE STANDARD PROCEDURES
- 3 CHAIN OF COMMAND - MAKE SURE IT IS USED
- 4 IS EVERYONE UNDERSTANDING THE VISION - IS IT CLEAR
- 5 MORE UNSTRUCTURE ACTIVITIES
- 6 PROPER TRAINING - SO THERE IS GROWTH + OPPORT
- 7 COMMUNICATIONS - INFORMATION PASSED DOWN

More unstructured activities where staff comes together - ~~that~~ unstressful atmosphere

ACCOUNTABILITY:

Everyone being respon for their actions and be held respon if they are not being rewarded if they are.

J. Ligh + Martin M.

- 1 Everyone would know/ know of everyone - names, division
- 2 General department direction + clear
- 3 Competent + competent division right
- 4 ~~Local~~ micro management < No micro
- 5 Trust, mutual respect + HONESTY
- 6 Excitement throughout department for all Y-
- 7 Resources, Equipment. Staff to run quality programs + services for our patients for all!

Be positive be a cheerleader for everyone - not a downer (don't be negatively)
 "MYOB" your area of responsibility concentrate on yours but have knowledge about others
 Smiley face + lightbulb icon

Do what you say - Mean what you say
 Follow through - be fair + equal to all employees
 Job description = to actual job **Not favoritism!**

K. Chuck Costas Lynn Waldrop

- 1 Clear vision of HPR's mission
- 2 Using resources of all HPR divisions - interacting
- 3 Gossip is not a part of our communicating
- 4 Upgraded equipment/ Facilities
- 5 PMP's with attached - raises/ bonuses
- 6 There is an attitude of respect
- 7 Everyone is being offered training opportunities

HPR is a community in which people feel comfortable in the workplace and feels that they daily make a positive difference to Citizens of Hampton

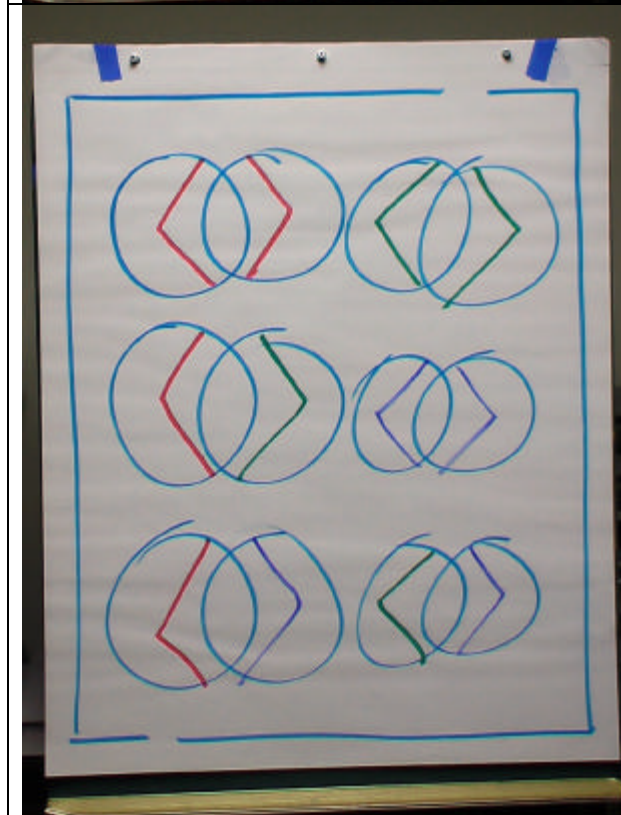
Holding people to completing tasks & make sure everyone completes all areas of PMP

Ⓞ OBSERVATIONS:

- * Lots of Similarity
- * BLUE STATEMENTS ARE RED
- * PEOPLE WANT STRUCTURE
- * EASY TO DESCRIBE / HARD TO DO / GET
- * HEAR ABOUT ACCOUNTABILITY - HARD HESITANT TO TALK ABOUT
- * GET TO KNOW PARTNER
- * REMISS THE PAST

- * RED FUTURE ± 5 YEARS
- * DO NOW - EVIDENT IN FUTURE
- * LMT WANTS RESULTS TOO
- * FEED THE PROZONG
- * ↑ TO DREAM ABOUT FUTURE
- * USE OF WORD COMMUNITY
- * T3 CONTINUE Y-N
- * DATA WILL DRIVE INITIATIVE
- * 'DO' BECOMES A HABIT
- * KATIE & ANNA DURING RBG SESSIONS

* LET BYGONES BE BYGONES
LET GO OF PAST -- LOOK
TO THE FUTURE
* LACK OF 'ATTA-BOYS'
* GEMS - MEANINGFUL?!
*



RGB- LECTURETTE
IDEAL STAFF TO DO TASK:
RED/RED MATCH STAFF
TO STAFF
PURPOSELY
RED/GREEN
RED/BLUE MAKE STAFF THINK
MORE 'RED'; CHANGE
JOB TO BE MORE 'RED'
BLUE/BLUE
GREEN/BLUE
GREEN/GREEN

(HBD-M)
ELEMENT ITEMS

- ADMIN
- PARKS
- CENTERS
- GOLF COURSES
- MUSEUM
- OTHERS ????

SHORT STATEMENT THAT IF TRUE WOULD BE GOOD

MUSEUM

- 1) Where do you vision your job being in 7 years?
- 2) Where do you vision the operations of the Museum in 10 years.
- 3) What is something you would change today to make us function better?
- 4) How would you make us more notable in the community?
- 5) What new exhibits are needed to make the Museum more relevant to schools?
- 6) What elements of Hampton's History needs expanding in the Museum?

OTHERS

- Athletics
- Special Events
- Outdoor Recreation
- Fitness - Supervisor is easily accessible to staff
- Aquatics

- Staff is aware of all services P+R provides
- Do you get support from staff in other services area?

ADMIN
 Fairness, Openness Applies TO
ALL

PARKS

1. UNIFIED TEAMS
2. FEWER WAE, MORE FULLTIME
3. UNIFIED PAY SCALE WAE → PFT
 REC ↔ PARKS
 GROUP ↔ GROUP
 HAMPTON ↔ REGION
4. BETTER FACILITIES
5. RAISING STANDARDS - FOCUS ON
 WE (HPR) → STATE & VDOT
 PRE-TOP PRIORITY
6. LESS COMPETITION FOR RESOURCES
 MORE COOPERATION

GOLF
 When chain of command is
 KNOWN, ^{are} customers & staff
~~ALWAYS~~ ALWAYS requested/
 REQUIRED to follow it?

CENTERS

Susan
Beverly
Pandal
Synthia

- 1) NICE Appearance

Show
Do they

- 1) Do CC HAVE NICE Appearance TO THE PUBLIC
- 2) Pay IS comparable to other people IN my Profession
- 3) Building standard of operations consistent IN ALL BUILDINGS
- 4) Equipment/Furniture IN facilities IN SATISFACTORY CONDITION
- 5) Buildings have sufficient funding to improve facilities
- 6) ~~Center~~ programs ^{are} up to date AND MEET THE NEEDS OF ALL Our customers