

People Plan Update

Priorities Committee
April 17, 2018

Purpose

- To provide the Priorities Committee an update on the development of a People Plan for Strathcona County
- The development of the People Plan and the actions that will flow from it are the key corporate actions we are taking to enhance employee engagement

Overview

- The People Plan will be a guiding document for Strathcona County to support the success of our people from individual, team and organizational perspectives
- It is a foundational document that identifies our ideal workplace culture.
- Culture, simply put, is “how we do things around here”
- A positive work culture supports job satisfaction, enhances employee engagement and results in excellent service to our citizens

“The customer is the ‘why’ in why we do what we do”

“When I am successful in my job, the County is successful”

Engagement Survey

- Survey conducted online in April 2017
- 60% participation rate with an engagement score of 74%
 - The margin of error is +/- 1.79% at the 95% confidence level.
- Strong results in a number of areas
 - Job Satisfaction
 - Over 80% of respondents agreed or strongly agreed that they like their job, working in their department and working at Strathcona County
 - Service Excellence
 - 94% of respondents agreed or strongly agreed that they go the extra mile for their clients
 - 90% agreed or strongly agreed that they are able to provide knowledgeable service to their clients and
 - 83% agreed or strongly agreed that the work they do for Strathcona County makes a difference in the community.

Engagement Survey

- Other areas of strength
 - 92% agreed or strongly agreed that they are proud of the work they do
 - 85% agreed or strongly agreed that they have positive working relationships with their coworkers
- The survey also identified that work was required in areas of leadership, career development, collaboration and workplace culture
- The People Plan will build on our strengths and help address areas of improvement

Development of the Plan

- Executive sponsors: Associate Commissioners Lori Cooper and Gord Johnston
- Steering committee comprised of 16 directors and managers
- Facilitators from across the entire organization: 57 People Plan champions for peer-to-peer engagement
- An external consultant, Elevate Consulting was contracted to lead the process to engage employees in the development of the People Plan
 - They helped ensure that we kept the voice of the people who work for Strathcona County in the forefront of this project

Development of the Plan

- Key aspects of the engagement process
 - Internal facilitators supported a broad range of activities to gather input
 - A one day World Café where over 400 individuals participated
 - Small group discussions where almost 500 more individuals provided input
 - 9 department graffiti walls that provided another avenue for input
 - All comments were collected, analyzed and themed
 - A survey to validate the compiled results for the key areas of focus

Six areas of focus

- Input from employee engagement activities was compiled and analyzed, identifying six areas of focus that will form the basis of the People Plan:

Clear Purpose

Accountability

Positivity

Trust

Leadership

Team

Current Status

- Internal engagement activities are complete
- The consultant has finalized the People Plan report which contains:
 - A summary of the findings from the internal engagement process
 - Related outcomes, key areas of focus and key supports
 - Implementation supports including stewardship, measurement and the need for action planning
 - Detailed notes from the internal engagement process organized by theme
- The People Plan is being developed based on the information in the report
- Planning is also underway to identify actions that can be taken by employees, leaders and the organization to implement the plan and create our desired workplace culture
- An interactive, personalized launch of the People Plan is being planned for May

Going forward

- The plan's success is based on how well we connect and support each other to ensure we can do our best work for the citizens of Strathcona County
- To make sure that "***how we do things around here***" every day is anchored in behaviours that support our desired workplace culture
- We need to:
 - create linkages and tell the stories that connect us
 - recognize the good work already underway and build on it
 - support leaders in being the best they can be
 - ensure we have the right tools and supports to enable our people to succeed

Questions?