



**27th Annual Transportation
Research Conference**

November 3, 2016

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Washington County Public Works

- 150 employees across:
 - Highways
 - Transit
 - Parks
 - Facilities
 - Accounting
 - County Surveyor
 - Land Management (Zoning)
 - Administration

The Challenge

- We know an engaged workforce is a productive one
- You can measure employee engagement and we do
- Based on the data we received, we have an opportunity to improve employee recognition and appreciation – our top focus area
- We believe managers play a key role in this focus area

“How do we build a sustainable culture of recognition and appreciation?”

“Hardwiring Excellence”

- Excellence is never an accident
- It's a goal and process from deliberate attention and focus
- Need to continually nurture the values desired
- Must be committed to creating and sustaining practices and high standards of behavior.
- We need to engage everyone. Culture is everyone's responsibility.

“Hardwiring Excellence”

- Partnering with an Organizational Development consultant – www.georginemadden.com
- Developed plan and 3 goals:
 1. Design and implement an initiative to build the culture
 2. Provide skill building and tools for managers to coach, recognize and develop employees
 3. Create consistent management practices across Public Works
- Created a Leadership Development Institute....

Leadership Development Institute

- The 5 Practices of Exemplary Leaders
- Recognizing and Appreciating our Valued Employees
- Rounding for Engagement
- The Leader as Coach
- Finding Your Leadership Voice
- Cross Departmental Communications and Collaboration

Manager Response so far

- No matter the tenure – this is needed effort
- But how do I....
 - Make time
 - Be authentic
 - Be consistent
 - Shift from old ways to new ways
- This is where the expert is helping us

Thanks for attending !