Six Ways to Engineer Public Sector Employee Engagement

Patrick Ibarra, The Mejorando Group
Today’s Presenter

Patrick Ibarra
Former City Manager and HR Director
Founder of the Mejorando Group
(925)518-0187
patrick@gettingbetterallthetime.com
Do you want Commitment or Compliance?
Healthy Culture

Employee Engagement

High Performance
Proactive

"Go the extra mile"

Creative

Take ownership

Explore root causes

Think strategically

Engaged Employees
Six Ways to Engage Employees

- Hire the Right People
- Provide Strategic Framework
- Effective Performance Appraisal process
- Credible Leaders and Managers
- Culture of Personal Responsibility
- Continued Development
Job Qualifications: The primary function of this employee is to plan, develop, and implement neighborhood preservation, code enforcement, and citizen participation programs to improve the quality of neighborhoods in the City. This position performs all duties in accordance with the City Charter, City ordinances, the City’s personnel rules, and Federal and State regulations. The work is performed under the general direction of an Assistant City Manager, but considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of Neighborhood Programs and Code Enforcement.

Some examples of position responsibilities will be to perform duties including, but not limited to, direct, implement, manage and supervise the programs, operations, activities, budget and employees of the Neighborhood Resources Division charged with developing a vision and approach to facilitate improvements; oversee administration of Code Enforcement, and Neighborhood Programs Office; plan and implement improvement to enhance Division’s operational effectiveness; develop partnerships with other departments, governments or agencies to work on joint projects and address neighborhood initiatives, code enforcement and remediation by establishing interdepartmental or intergovernmental agreements; implement and evaluate the City’s policies and objectives for community outreach and volunteerism developing new and revised program policies, processes, and procedures; act as a liaison with other City departments, City Council, neighborhood groups, public and private agencies, and other communities and conducts meetings and presentations with such groups as needed; and manage resources related to compliance efforts associated with City codes such as nuisances, habitability and maintenance standards, and related codes and abatement procedures, determines priorities for compliance and enforcement in these areas, and monitors the status of such efforts.

Six (6) or more years of progressive management experience in directing neighborhood improvement programs;

A bachelor’s degree in public relations, business administration, management, communications or related field;
THE THRILL OF VICTORY

THE AGONY OF DEFEAT
Adventurers Wanted!
Recruitment Improvements

1. Job Opportunities on web site and home page for all departments.
3. Testimonials from current employees
4. Mobile strategy.
5. Salaries on job announcements
6. Social Media strategy
7. Supplemental Questionnaires - revise
8. Seasonal employees – gather information
9. Promotional processes documented
Strategic Framework

- Vision
- Mission Statement
- Values
- Goals and Objectives
- Tactics
- Conversations
Credibility among Leaders

1. Do you consistently ensure that all communication is open, honest, accessible, and constructive?

2. Do you proactively use your background and expertise to explore solutions to both small and large problems?

3. Do you follow through with your commitments and promises?

4. Are you creating an environment for employees to take risks and be creative?
Culture of Personal Responsibility

Nobody washes a rental car!
Learning/Training Opportunities

- **Executives**
  - Creative Problem Solving
  - Leading Change
  - Managing Employee Performance

- **Mid-Mgrs**
  - Building Great Work Teams
  - Effective Delegation
  - Project Management

- **Frontline**
  - New Supervisor
  - Providing Effective Feedback
  - Time Management
Employee Development Techniques

- Job Assignments
- On-the-Job Coaching
- Mentoring Program
- Special Projects
- "Acting" Role
- Job Rotation
- Conference Leader
- Shadowing
- Task Force Assignments
Who are we? A Change and Organizational Effectiveness Consulting Practice.

What do we do? Partner with organizations and implement solutions to improve organizational performance.

How do we do that? We provide expertise in:

- Succession Planning & Talent Management
- Organizational Effectiveness Services
- Strategic Planning Facilitation Services
- Leadership and Management Skills Training

How do you contact us? Patrick Ibarra, 925-518-0187 or patrick@gettingbetterallthetime.com

Web address: www.gettingbetterallthetime.com

Our mission is to help organizations and their members “get better all the time”