Agenda

Intro to us – City of Fort Collins

• Who we are

Excellence & Our Workforce

• It’s all about our Culture

3 Talent Principles

• Attract & Retain Talent
• Relationships
• Feedback

Our Journey – Why Baldrige?
Who we are

What
- Municipal Government
- Varied Services – 36 departments
  - Police
  - Streets
  - Electric and water utility
  - Broadband
  - Sustainability
  - Recreation
  - Culture
  - Natural Areas

For Whom
- A vibrant Community – over 167,000
- CSU; Old town; business community

How
- Secret Sauce = The talent factor
  - 2,400+ employees
  - 10,000+ volunteers
A Culture of Excellence Formula

GREAT CULTURE + GREAT STRATEGY = GREAT RESULTS
Our Core

**Vision**
To provide world-class municipal services through operational excellence and a culture of innovation.

**Mission**
Exceptional service for an exceptional community.

**Values**
Collaboration
Excellence
Integrity

Outstanding Service
Safety & Well-being
Stewardship
Our Leadership System

**COMMUNITY & CITY COUNCIL**

**IMPROVE PROCESSES**
- Organizational Performance Improvement
- Performance Measurement
- Financial Monthly Review
- Organizational Performance Review

**VISION**

**VALUES**

**MISSION**

**IMPROVE processes**

**STRATEGIC PLANNING**
- Plan Fort Collins
- Master Planning
- City Strategic Plan

**BUDGETING FOR OUTCOMES**
- Capital Improvement Planning
- Workforce Planning

**SUPPORT PLAN & DELIVERY**
- Procurement
- Council Priority
- Agenda Planning

**PUBLIC ENGAGEMENT**

**INDIVIDUAL GOALS**
- Talent Management
- Total Rewards
- Safety

**MEASUREMENT, REVIEW & ANALYSIS**

**WORKFORCE FOCUS**

City of Fort Collins
Malcolm Baldrige National Quality Award 2017 Award Recipient
Our Culture
Pause and Reflect
Total Rewards Framework

- Affiliation (It, We)
- Benefits (I)
- Compensation (I)
- Meaningful Work (It)
- Career (I)

TOTAL REWARDS
Pause and Reflect
### WHAT MATTERS:

#### Attract and Retain
- Work that matters
- Strategic Alignment
- Total Rewards

#### Relationships
- Team member + Organization
- Team member + Team
- Team member + Manager
- Team member

#### Feedback
- Measuring engagement
- Sharing perceived strengths and areas for improvement
- Innovation & Creativity
### 3 Talent Principles

<table>
<thead>
<tr>
<th>Attract and Retain</th>
<th>Relationships</th>
<th>Feedback</th>
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<tbody>
<tr>
<td>Welcome to the City</td>
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<td>Surveys</td>
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<tr>
<td>CareerWow!</td>
<td>Leading @ the City</td>
<td>Core 34 10-Pack</td>
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<td>Development Plans</td>
<td>Managing @ the City</td>
<td>360 Assessments</td>
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<td>Competitive Pay &amp; Benefits</td>
<td>Everything DiSC®</td>
<td>ISS</td>
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<td>Well Days</td>
<td>Five Behaviors of a Team®</td>
<td>Volunteer Survey</td>
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<td>CityCare</td>
<td>Innovation Academy</td>
<td>QPA</td>
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<td>City Give</td>
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<td>Stay Interviews</td>
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<td>Mentoring Program</td>
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<td>Exit Interviews</td>
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**WHAT WE DO:**

- Surveys
  - Core 34 10-Pack
  - 360 Assessments
  - ISS
  - Volunteer Survey
- QPA
- Stay Interviews
- Exit Interviews
A Culture of Engagement

Core 34 Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Response</th>
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<tbody>
<tr>
<td>Satisfied to work here</td>
<td>75.9%</td>
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<tr>
<td>I like the work I do here</td>
<td>88.8%</td>
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<tr>
<td>Great working relationship with my manager</td>
<td>77.6%</td>
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<tr>
<td>Receive regular, specific feedback</td>
<td>74.7%</td>
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</table>

Overall Favorability: 74%

Top 3 Satisfaction Drivers:
- Career development opportunities
- Flexible job conditions
- Opportunities to do what I do best
Performance Excellence

WHY BALDRIGE?

Preparation
Accumulation of projects, the work, new initiatives. **Documenting/Building** our stories!

Validation
Surveys, focus groups, trend analysis benchmarking, processes, procedures. Improving our story. **Embedding** our stories!

External Verification
Interviews, Category meetings, team member meetings. **Sharing** our stories!
Our Journey Continues

Utilizing Feedback

• Core 34
• QPA enhancements

Enhancing Relationships

• Leadership Architecture
• Employee Alumni Program

Attracting and Retaining

• Talent acquisition and onboarding enhancements
  o Artificial Intelligence
  o Mobile applications
• Career Mapping
THANK YOU!
Contact Us

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