

[CAT 5]

WORKFORCE FOCUS



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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

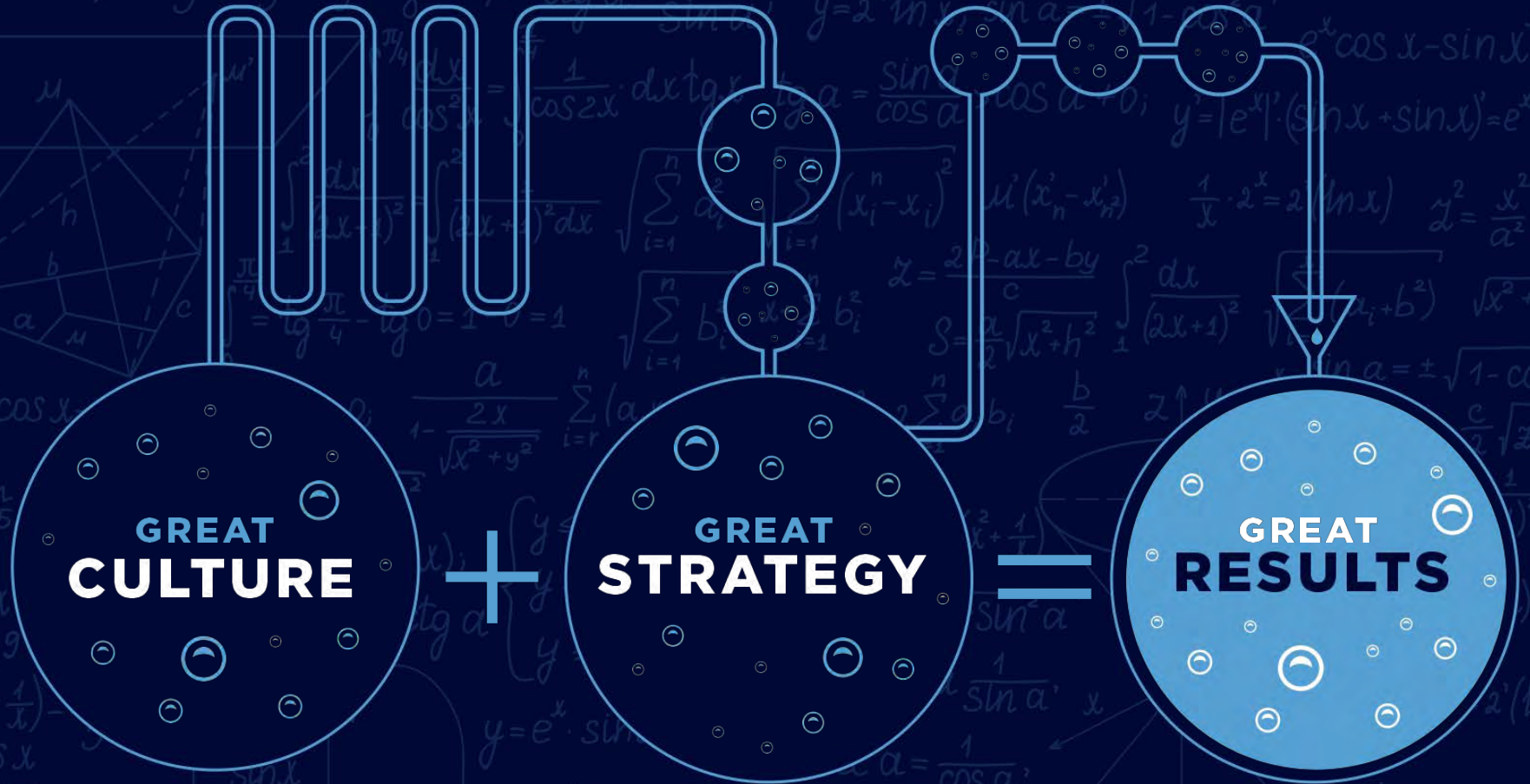
For Whom

- 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



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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	Outstanding Service
Excellence	Safety & Well-being
Integrity	Stewardship



Our Leadership System

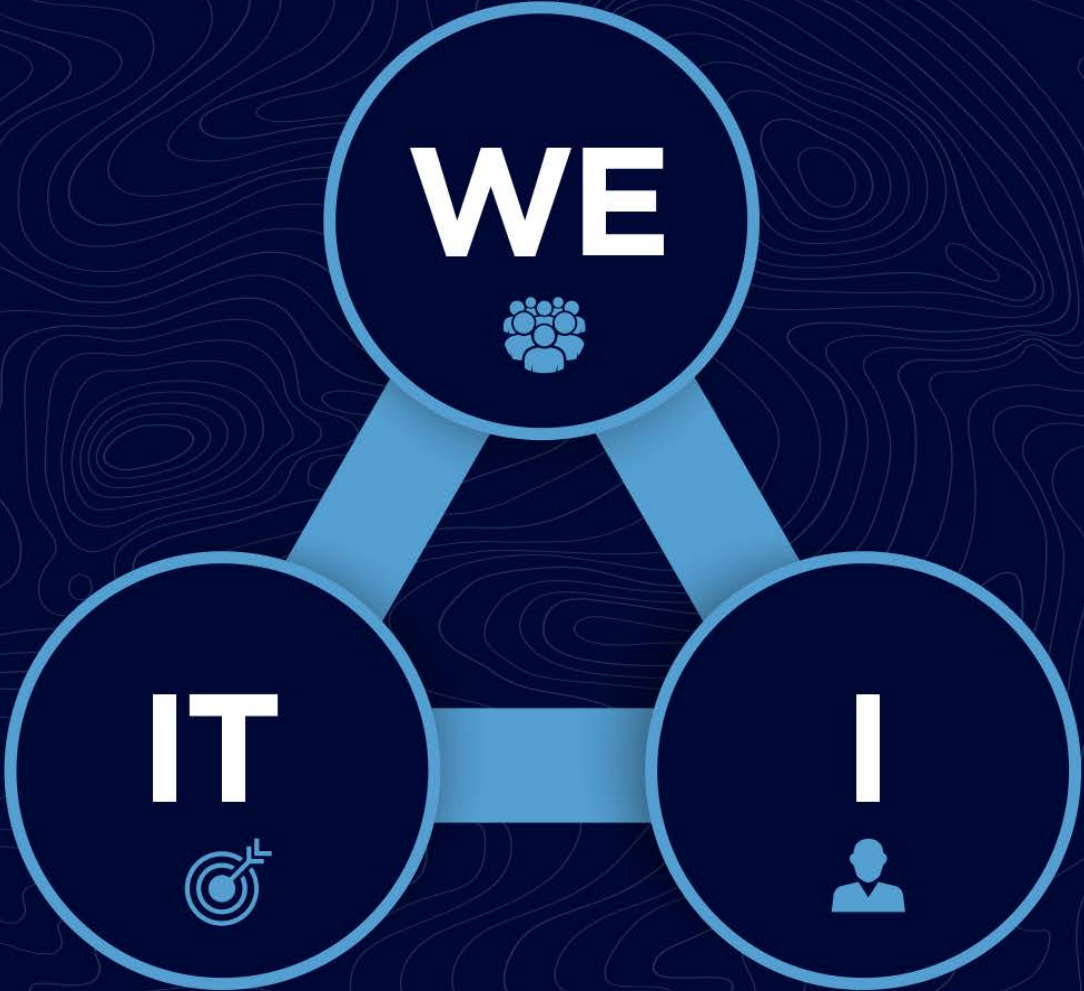


Our Leadership System



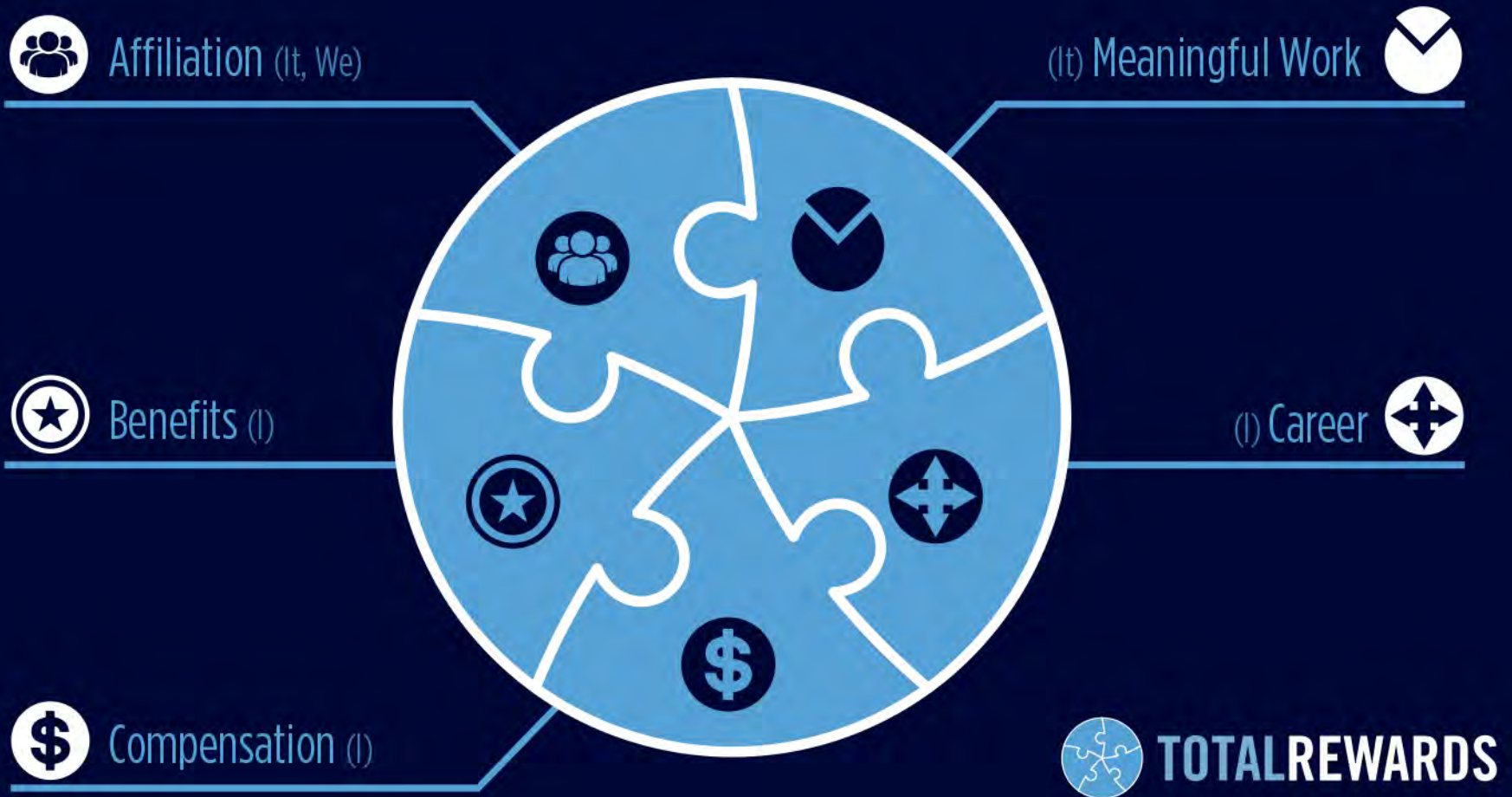
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Pause and Reflect

Total Rewards Framework



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



WHAT WE DO:

Attract and Retain

- Welcome to the City
- CareerWow!
- Development Plans
- Competitive Pay & Benefits
- Well Days
- CityCare
- City Give
- Mentoring Program

Relationships

- Welcome to the City
- Leading @ the City
- Managing @ the City
- Everything DiSC®
- Five Behaviors of a Team®
- Innovation Academy

Feedback

- Surveys
 - Core 34 10-Pack
 - 360 Assessments
 - ISS
 - Volunteer Survey
- QPA
- Stay Interviews
- Exit Interviews

A Culture of Engagement

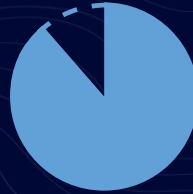
Core 34 Results

Satisfied to work here



75.9%

I like the work I do here



88.8%

Overall Favorability

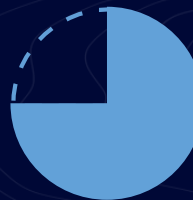


74%



77.6%

Great working relationship
with my manager



74.7%

Receive regular,
specific feedback

Top 3 Satisfaction Drivers:

- Career development opportunities
- Flexible job conditions
- Opportunities to do what I do best



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City of
Fort Collins



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
 - Artificial Intelligence
 - Mobile applications
- Career Mapping



THANK
YOU!



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