



Update on High Performance

Pinellas County Progress on High Performing Organization Initiatives

February 2014

Human Resources
Helping U Succeed

Overview

- How do we define high performance?
- Benefits of “HPO”
- What activities have taken place?
- Results and successes to date
- Challenges ahead
- What is to come?



How do we define high performance?

- Collaborative working relationships
- Leadership at all levels
- Adapting successfully to changes
- Improving our work processes
- Discovering innovative approaches
- Improving response to citizen needs



Benefits of “HPO”

- A more engaged workforce
- Decision making stratified throughout the organization
- Greater efficiency and cost savings
- Ability to respond to changing external and internal factors
- Mission and vision fulfillment



What activities have taken place?

- Achieve Global seminars to instill new leadership philosophy
- HPO training workshops to make the case for change and provide guidance
- Vision to Performance workshops to implement HPO process
- Cross-functional teams identifying gaps and developing strategies
- Hiring based on behavioral competencies
- Hiring of two full-time facilitators



Results and successes to date

Achieve Global Leadership Training:

66% of participants agreed or strongly agreed the training was a worthwhile investment

“I have been managing people for over 30 years. This is the best training series I have seen.”

“I love these classes. They generate conversations that are healthy and progressive.”



Results and successes to date

HPO Teamwork – Early Examples:

- More than \$100,000 in annual savings from DEI Unification Project Team “bridging the silos” and sharing equipment
- Each of 6 Transportation & Stormwater work crews save an average of an hour each work day by demobilizing equipment and leaving it in place at the work site saving more than \$125,000 each year
- Production increases plus costs savings of more than \$5 per hour for changing personnel laying sod after repairing ditches



Challenges ahead

- Marathon – not a sprint. Need for perseverance
- Changing life-long behaviors
- Making process improvement and teamwork a high priority
- Balancing HPO with operational needs
- Developing measures of success
- Solidifying a new work culture

What is to come?

- Multiple work teams concurrently implementing HPO process
- Achieve Global leadership training for rest of the workforce
- More targeted measures of improvement
- Increased strategic alignment
- Streamlined work processes