



STRATEGIC INITIATIVES: LEON LEADS

PEOPLE FOCUSED

Every organization has a unique organizational culture. It influences human behavior and human performance at work; presents the face of the organization to the public and to its employees; and it is the most influential element in determining the organization's performance. This idea is succinctly captured by the mantra, "culture eats strategy for breakfast."

Citizens deserve a government that listens, is responsive, and spends tax dollars wisely. Citizens deserve a government that reports what citizens are getting for their tax dollars, and how programs are working. Citizens deserve a government that is open, transparent, honest, and worthy of the public's trust. Leon County government is undergoing a cultural shift to become an organization that encompasses all of these characteristics, and is people focused, performance driven and relevant. Everyday, and in every way someone comes in contact with Leon County government, we want to reflect our commitment to exceed their expectations in performance, customer service and responsiveness.

Kim Dressel joined Leon County's workforce more than thirty years ago, and has served in various capacities within the organization. She has a Master of Public Administration from Florida State University.



Kim Dressel

Director
Leon LEADS
606-5331

DresselK@leoncountyfl.gov

PERFORMANCE DRIVEN

EXCEEDING EXPECTATIONS IN CUSTOMER SERVICE AND RESPONSIVENESS

Leon LEADS places an emphasis on three pillars to hold up Leon County's organizational structure: People, Performance and Place. More information regarding these three pillars may be found in the County Administrator's introduction to Leon LEADS, earlier in this annual report.

Leon LEADS aligns our organizational culture, with the Board's vision and priorities, and with the optimized resources of the organization. It is a continuous process: of looking inward to strengthen what works, and to abandon what does not; of looking outward to leverage community partnerships, and to receive feedback from citizens; and of adjusting as conditions change.

- L**istens for changing needs
- E**ngages citizens and employees
- A**ligns key strategic processes
- D**elivers results & relevance
- S**trives for continuous improvement

The continuous process begins when the Board identifies its Vision and Strategic Priorities for Leon County. Once identified, the Board's Strategic Priorities will be aligned for action through the identification of Strategic Initiatives, and the responsible entities. An agenda item will be prepared which will seek the Board's approval of its final Strategic Priorities, and proposed Strategic Initiatives.

Upon the Board's finalization of its Strategic Priorities and Strategic Initiatives, divisions within the County will finalize their Strategic Plans and Business Plans. These plans will include the results of the Division's LEADS review, which will include input from key stakeholders, employees at various levels within each division, and others. These documents will align the Board's Strategic Priorities,

and approved Strategic Initiatives, with Actions the responsible divisions will take, and performance metrics.

Business plans will become part of the division's proposed budget, and will be presented to the Board for consideration during the budget process. Upon the Board's approval of the Business Plans, the Board's Strategic Priorities will be aligned through the organization for action.

Performance will be tracked, and reported to the Board. Additionally, core practices are being translated into County employee's performance evaluations.



This continuous loop allows for the optimized resources of the organization to be aligned with the strategic priorities of the Board, and fully integrated into the culture of the organization.