



People Guiding Team

June 30, 2011



Agenda

- Culture review
- Leader Day
- “Refocus on People” plan
- What’s Next



Culture Clarification

Culture: A collection of individually shared perspectives

Who we are (Values, attitudes)

How we get work done (Process, practices)

What we strive to be (Mission, vision, goals)



Your feedback

“We care about each other.”

“We have very high expectations and we are able to achieve them. This makes it very rewarding to work here.”

“Our passion leads to a fast paced environment where employees work as a team to support our mission of caring for kids.”

“Hardest place you’ll ever love to work”

“We strive for work-life balance and have many support programs to make this happen.”

“We are a strong and resilient organization.”

“We support an environment that is friendly, nurturing and caring.”



Themes from feedback

| | | | |
|-----------------|----------------|----------------------|---------------------|
| Team oriented | Mission driven | Opportunity oriented | Fast paced |
| High performing | Nurturing | High expectations | People focused |
| “Family” feel | Strong | Passionate | Innovative projects |
| Excellence | Pride | Work-life success | Rewarding |



Leader Day

“You are Our Culture”



Adjustment exercise

**Place three dots on the themes where we
are off track**



“Refocus on People” plan

| Goal | Actions | Outcome |
|----------------------|--|---|
| Refocus on People | Culture and Employee Promise <ul style="list-style-type: none"> Clarify culture and refresh employee promise Incorporate “Strong Enough to Care Enough” | A people centered culture where employees feel valued and heard |
| | Strategy <ul style="list-style-type: none"> Update people strategy Develop engagement survey strategy | |
| | Visibility and Connectivity <ul style="list-style-type: none"> Leadership connectivity plans Inter-Park connectivity plan & Park/Clinical connectivity plan | |
| | Learning <ul style="list-style-type: none"> Utilize “Leader Day” to discuss culture & equip leaders to refocus on people Develop Leaders Guide to Children’s Culture Refresh learning: market programs & develop professional staff competencies | |
| | Total Rewards <ul style="list-style-type: none"> Review and revise recognition programs Review and revise total reward programs Assess and expand HR Service Center to meet employee needs | |
| | Local Efforts <ul style="list-style-type: none"> Create local people “working teams” to maintain focus on employees | |
| | | Measures <ul style="list-style-type: none"> Survey results Focus groups Retention |



What's next

- **Finalize culture definitions**
- **Launch working teams**
- **Refine Leader Day plan**
- **Next PGT: July 25**