



Legislation Text

File #: 2016-0170, **Version:** 1

Title

Building High Performance Organizations Training

History

Last July, as part of the strategic planning review, the Village Board adopted “High Performing Organization” (HPO) as a fourth pillar in its strategic plan. The key objectives related to HPO are defined as simultaneously delivering appropriate product and service quality with excellent execution quality, outstanding customer value, and sound financial performance. It also entails embracing a culture of learning, respect, leadership at all levels, and continuous improvement. This commitment ensures that we can invest in the human knowledge, skills, and abilities as well as the technology tools to transform how we approach our work.

An effective way to introduce and operationalize this strategic goal to our executive staff and other employees is to host a three-day HPO seminar in Orland Park. The training will be provided by the Commonwealth Centers for High-Performance Organizations (CCHPO), a management consulting network focused on improving organizational performance and managing large scale organizational change in the public and private sectors. Areas of consulting emphasis for the CCHPO are large-scale organizational change, and development of high-performance executive leadership teams.

A key assumption of the HPO model and change process is that participants must gain the theory/practice-based ‘profound knowledge’ and skills to diagnose their own organizations in order to begin identifying opportunities for introducing positive change. Through the seminar, participants will understand the key factors that determine whether an organization is making appropriate progress in improving its performance. Then participants are expected to learn about and apply potent change levers to initiate the appropriate improvement efforts. The seminar will accomplish the following:

- The overview of the HPO model, with enough interactive exercises to generate the involvement of the participants in a beginning diagnosis of their own organization’s situation.
- Opportunity for the participants to focus on the elements of a leadership philosophy for the Village and the other values necessary to become higher performing.
- Action planning time to assess commitment for the future and begin planning the next steps.

Attached is the scope of work and seminar description for up to 36 participants in May 2016. The seminar fee is \$10,370 and includes instruction books for the participants.

On March 7, 2016, this item was reviewed by the Finance and Information Technology Committee, recommended for approval and referred to the Village Board of Trustees for consideration.

Financial Impact

Funds have been allocated in the FY 2016 training budget.

Recommended Action/Motion

I move to approve the expenditures with Commonwealth Centers for High-Performance Organizations in the amount not to exceed \$10,370 for a 3 day in house training program.

