

January 2016

Birthstone: Garnet
Flower: Carnation

Pathfinder



CITY OF SANTA MARIA EMPLOYEE NEWSLETTER



Word has it ...

From your City Manager

Rick Haydon



As we begin 2016, I am proud of the fact that the City of Santa Maria is resolving to continue improving its workforce with more employee trainings and collaboration, to continue sharing feedback with employees, and to recognize their accomplishments. As I have said many times, teamwork is what makes Santa Maria work so well and provide such an efficient level of service to our customers.

We all should be excited by what will happen in the next step of our employee leadership academies for succession planning. On February 18th, there will be a one-day session to get all of the graduates of the various development programs together to discuss how to apply the learning into their operations. This is what's known as a return on investment.

We can also look forward to the graduates' ideas to tackle real-world issues facing the City. The group projects during the academies provided an opportunity for participants to engage with peers to integrate skills, abilities, and competencies gained through the course, with real issues in the workplace. They collaborated to put together presentations for their graduation – and next, some of these projects also can solve relevant challenges, or highlight best practices.

We are all part of a team. I encourage supervisors and managers to give enough feedback to their employees. Managers should make feedback a regular part of their conversations with staff. Articulating the areas in which you'd like to see an employee improve, or describing what you'd like to see done differently – and why, and

how – can go a long way toward making that change happen. Positive feedback will generally keep people motivated. Meaningful feedback and appreciation for their contributions will help to retain your best people.

Managers should also measure their own performance by the lowest performers on their teams. The real measure of a manager is how they handle people who are struggling or under-performing. The tough conversations, coaching and mentoring, and accountability, all are crucial to building and maintaining a high-performing team.

I believe that all of us truly want to make a difference not only in our own lives, but in the lives of others. Each of us has a natural inclination to grow, to improve, and to get better at what we do. To make these goals successful, we all must take ownership of these goals.

Whether the goal is a new customer, solving a problem, finishing a project, finding a solution, or thinking of a better way to provide a service, the City's goal to be successful must become your goal as well. We all know that the end reward is worth the work - what you achieve is for the good of the community and your success.

Looking ahead to February, the City will host its 53rd annual Employee Service Awards Dinner to honor those employees who have earned Service Awards, or who have retired from City service in the 2015 year. This is an opportunity to highlight their dedication and accomplishments in the context of serving our community. I encourage all of you to come out and join us for this very festive night and help celebrate your co-workers' service awards.

Rick