



YOU CAN'T DO THAT!

MY JOURNEY TO CREATE THE WORK CULTURE I ALWAYS WANTED



THE PROBLEM

- “Operators are too combative”
- “Union labor is too lazy to finish this”
- “The lab techs are too stupid to realize we don’t need this”
- “Engineering just doesn’t understand”
- “Management is out to get us”



SILOS



- Silos are naturally created when workers interface with only a small section of the workforce.
 - Geography
 - Work Classification
 - Department

THE GOAL

- Improve work culture
 - An evolving set of collective beliefs, values and attitudes
- Break down silos
 - Employees feel they are a part of the team



SOLUTIONS



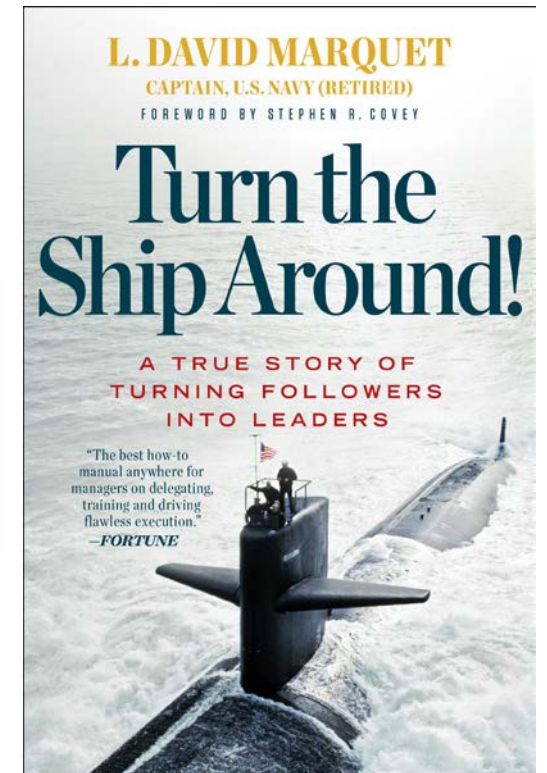
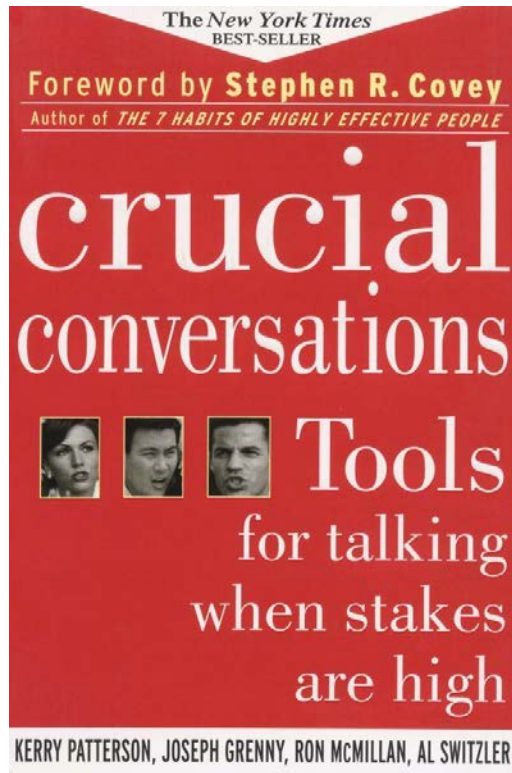
- Personalized Journey
- I focused on three main development areas:
 - personal soft skills development
 - networking through an employee resource group
 - creation of an operations challenge team

SOFT SKILLS

- Non-technical skill set
 - Emotional Intelligence
 - Conflict Resolution
- Some people naturally have these skills
- Can be learned!



RECOMMENDED:



EMPLOYEE RESOURCE GROUPS

***Women's Employee Resource Group:
Celebrating, educating, guiding and supporting women and their achievements***



- Group is required to have Leadership Team members from each location
- Rotate location, content, and time of meetings
- Focus on improving communications, networking, and training

OPERATIONS CHALLENGE



- Choosing diverse team members breaks down silos
 - Union/management
 - Gender
 - Department
 - Age
 - Races
 - Location

OPERATIONS CHALLENGE

- The camaraderie developed in competition carries over to the workplace as improved motivation, collaboration, and drive for excellence.
- The cross-discipline learning requirements mean our competitors become highly skilled and versatile



THE FUTURE OF WASTEWATER



- Break silos to create whole-team culture
- Everyone is recognized as an intricate and important part of the process to create clean water.
- Attract the best, train the best, retain the best!