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# City of Kawartha Lakes Human Resources Management Strategy

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## Message from the Chief Administrative Officer

City Council approved a new Strategic Plan (2016-2019) that clearly prioritizes and recognizes investment in our organization's most valuable asset – our people.

In response the City launched the development of a Human Resource Management Strategy. This Strategy is built on our current program successes, and with extensive input from staff. This Strategy will serve as our blueprint for improving and enhancing our human resource management practices.

### **Starting today, we look forward.**

This theme emerged through our staff consultations. We will take this theme and build on the mission that we have – to provide responsible, efficient and effective services to the community. We will keep in mind that we have a highly skilled group of people, working together to deliver exceptional municipal program and services. -We will continue to be focused on actions and results within a supportive, learning environment. We will emphasize trust, integrity, collaboration, and innovation.

We have decided on four immediate priorities with the key priority being **improved employee communications**. As implementation of the strategic plan proceeds, we will be reviewing all areas of human resource management practices, to align actions with objectives, giving the organization the necessary resiliency and capacity to succeed.

# Introduction

The City of Kawartha Lakes is a single tier municipality covering 3067 square kilometers with 2700 kilometers of roads and 179 buildings. In 2001, the County and 16 towns amalgamated to form the municipality. The population has steadily increased from 64051 in 2001 to 73214 today with a forecasted growth to over 100000 over the next 25 years. Since amalgamation, services have been added to the City's portfolio with the most significant change arising from the download of Social Housing (2002) and Paramedic Services (2003) from the Province. There have also been legislation changes that required the addition of specific services such as dedicated fire prevention, accessibility governance, expanded building/septic inspection, engineering services, asset management and legal services. Prior to 2001, the structure consisted of 96 Council members, over 1100 employees, and 16 unions. Today, we have 17 Council members, over 1300 employees, and 10 unions.

Over the years we have seen significant changes related to legislation and programs administered specifically by municipalities resulting in the need for a diverse workforce. Our employees are highly skilled, diligent, caring and professional. They recognize that this municipality is a service organization that relies on people to deliver the needed programs and services. Our employees demonstrate this knowledge by responding with patience and professionalism to a variety of situations. They balance their careers, families and volunteer activities while providing this community with exceptional services. The purpose of a Human Resource Management Strategy is to provide the framework that allows for the delivery of effective and efficient services to our residents and stakeholders, while considering employees' needs and potential.

During the summer of 2016, Human Resources led a number of information sessions across the City to discuss the strategy with staff and had open dialogue on what they were looking for. This proved to be very useful in completing the strategy and provided suggestions for specific program changes to consider.

# City of Kawartha Lakes Human Resource Management Strategic Plan Framework

## Corporate Mission

- ✓ Everyone working together to provide responsible, efficient and effective services

## Strategic Goals



Attract



Train



Retain

## Strategic Enablers

- ✓ Effective communication and resources
- ✓ Responsive human resource services
- ✓ Customer service excellence
- ✓ Collaborative partnerships

## Corporate Values

- ✓ Collaboration, continuous improvement, excellence, innovation, results

# City of Kawartha Lakes Human Resource Management Strategic Plan

## About the Strategy

A Human Resource Management Strategic Plan provides a framework to guide the application of all aspects of an organization's human resource practices. It identifies a long-term vision, supporting success factors and the immediate priorities needed to promote achievement of the corporate objectives.

The responsibilities of human resource management is spread throughout the organization involving those in supervisory roles and the employees themselves.

## Key Elements

The Human Resource Management Strategic Plan Framework has been built around three main factors of the employment life cycle – Attract, Train and Retain.

We recognize that we must build and maintain a workforce that is able to respond to business needs with best practices in attraction and candidate skill identification. We also need to build succession and business continuity plans through systematic skill development. We must engage employees through authentic leadership, improved communication and defined workplace processes and expectations. These factors together will support to move the City forward in its corporate objectives one of which includes an “Employer of Choice” acknowledgement.

We will continue to have a comprehensive corporate safety program, an emphasis on learning, and valid recruitment processes. We will enhance a supervisor's access to pertinent employee information through Employee and Manager Self Serve options, later in 2017. We will continue to build on collaborative relationships with our union executives emphasizing solution focused resolution methods.

# Success Factors in Support of the Corporate Values

## Collaboration

Communication, cooperation, interpersonal relations/teamwork, supportive work environment, demonstrating support (compliance) of established policies/processes

## Continuous Improvement

Demonstrating initiative, gradually and continuously making small improvements in our daily work, effective use of technology

## Excellence

Superior customer focused actions, demonstrating ethical, transparent behaviours, respect for others, listening to concerns and taking appropriate actions

## Innovation

Deliberate application of information, imagination and initiative towards improvements

## Results

Demonstrating care for quality of work, accountability for actions and results, applying critical thinking skills, using resources effectively and without waste

# City of Kawartha Lakes Human Resource Management Strategic Goals



## Attract

- ✓ Attract talent
- ✓ Effective and efficient recruitment practices



## Train

- ✓ Learning and skill-building focused
- ✓ Performance and recognition programs
- ✓ Career pathing oriented
- ✓ Mentoring opportunities





## Retain

- ✓ Equitable compensation
- ✓ Competitive benefits
- ✓ Ongoing employee engagement
- ✓ Success management
- ✓ Health and safety committed
- ✓ Workplace wellness focused

# Strategic Enablers

Four Enablers support our Strategic Plan. Exceptional organizations provide supportive leadership with demonstrated behaviours and accountability. They provide staff with clear roles, responsibilities, policies and resources to support their strategies and to ensure operational efficiency and effectiveness. They work collaboratively, co-worker to co-worker, management and union and create an organizational culture that values the skills and knowledge of staff for the benefit of the organization. They provide employees with positive, respectful, and safe environments promoting health and safety and overall well-being.

Exceptional organizations recognize the importance of employee contributions towards successful execution.

## Effective Communication and Resources

- ✓ Information sharing across all levels
- ✓ Environment that supports open communication
- ✓ Employees are provided with sufficient direction to ensure success

## Responsive Human Resource Services

- ✓ Ensuring leaders have the capabilities and resources necessary
- ✓ Aligning Human Resources services to meet organizational needs

## Customer Service Excellence

- ✓ Defined customer service standards for all services
- ✓ Consistent training and supports towards effective service delivery

## Collaborative Partnerships

- ✓ Sharing of knowledge, information, experiences throughout organization
- ✓ Joint initiatives, agreements and collaborative problem solving
- ✓ Developing and maintaining partnerships within the community

## Implementation – Turning the Plan from Vision to Reality

### Attract

Objective	Actions
<p><b>Attract Talent:</b> Ensure that skilled candidates are available through valid, transparent processes.</p>	<p><b>Q2 2017:</b> Develop an apprentice/internship/on-the-job training program.</p>
<p><b>Attract Talent:</b> Market the City of Kawartha Lakes as a desired employer.</p>	<p><b>Q4 2017:</b> Adopt an appropriate “employer of choice” model and benchmark.</p> <p><b>Q4 2017:</b> Develop a collaborative marketing approach emphasizing the City as a desired place to live and work.</p>
<p><b>Effective Recruitment Practices:</b> Ensure that recruitment practices are timely, transparent and relevant.</p>	<p><b>Q1 2017:</b> Ensure recruitment processes enable sufficient applicant attraction rate and timely replacement.</p> <p><b>Q3 2018:</b> Update job descriptions to ensure qualifications are appropriate and that recruitment efforts are geared towards the specific requirements.</p>

## Train

Objective	Actions
<p><b>Learning &amp; Skill Building:</b> Expand employee capabilities through training.</p>	<p><b>Q1 2017:</b> Develop a comprehensive position matrix that is maintained to match employee’s training needs with job qualifications.</p> <p><b>Q3 2017:</b> Provide every employee with opportunities to be trained in the Lean Six Sigma methodology and leadership approach.</p>
<p><b>Recognition and Performance Programs:</b> Provide employees with programs that support ongoing professional development and recognition for contributions.</p>	<p><b>Q2 2017:</b> Annually review the effectiveness and employee satisfaction with the employee recognition program.</p> <p><b>Q3 2019:</b> Provide all staff members with access to supervisor support and feedback in a method and timeline appropriate to the various work groups.</p>
<p><b>Career Pathing:</b> Provide employees with self-directed supports to allow career growth &amp; development.</p>	<p><b>Q4 2017:</b> Provide access to an employee self-serve portal that allows employees to provide details of their qualifications as well as their interest in other positions within the City.</p> <p><b>Q4 2017:</b> Connect the position matrix planning tool with career pathing.</p>

Objective	Actions
<b>On-Boarding:</b> Effectively familiarize, guide and develop new hires.	<b>Q2 2017:</b> Connect new employees with a mentor to support a productive and successful transition to the City.

## Retain

Objective	Actions
<p><b>Equitable Compensation:</b> To provide fair and equitable compensation.</p>	<p><b>Q4 2016:</b> Develop a streamlined process for employees to access when job duties have changed and require an equity review.</p> <p><b>Q3 2019:</b> Conduct scheduled market analyses per the policy to ensure the City's pay structure is within council directed parameters.</p>
<p><b>Competitive Benefits:</b> To provide competitive and relevant employee benefits.</p>	<p><b>Q3 2018:</b> Conduct scheduled reviews of employee benefits in relation to market comparators.</p>
<p><b>Employee Engagement:</b> Provide an open and collaborative work environment.</p>	<p><b>Q1 2017:</b> Conduct periodic surveys of all staff to evaluate the degree of engagement, including new hire and exit surveys.</p>
<p><b>Succession Management:</b> Able to deliver constant municipal services.</p>	<p><b>Q4 2017:</b> Develop a comprehensive succession management program (including business continuity) ensuring service delivery is maintained.</p>
<p><b>Health &amp; Safety:</b> Provide a physically &amp; psychologically healthy work environment.</p>	<p><b>Q4 2017:</b> Develop/implement comprehensive health and safety programs and training and annually evaluate program effectiveness.</p>

Objective	Actions
<b>Workplace Wellness Focus:</b> Provide balanced programs that consider overall well-being.	<b>Q4 2017:</b> Develop a wellness program that encourages and supports work life balance and active living.  <b>Q4 2019:</b> Develop/implement comprehensive program focused on a psychologically safe workplace.



## Enablers

Objective	Actions
<p><b>Effective Communication and Resources:</b> Increase organizational effectiveness through improved communication.</p>	<p><b>Q1 2017:</b> Re-introduce a method of regular internal communication in order to promote transparency, build/maintain relationships.</p> <p><b>Ongoing:</b> Ensure that postings, movement, new hires and other Human Resources material is shared in a timely and efficient manner.</p> <p><b>Ongoing:</b> Support and foster a working environment that ensures staff have the resources required to be successful.</p>
<p><b>Responsive Human Resource Services:</b> Aligning Human Resources services to meet organization need.</p>	<p><b>Q3 2017:</b> Conduct annual satisfaction surveys with staff to measure Human Resources responsiveness and customer satisfaction.</p> <p><b>Q1 2018:</b> Develop key performance indicators to track and measure success.</p>
<p><b>Customer Service Excellence:</b> Defined customer services standards for all services.</p>	<p><b>Q4 2017:</b> Customer Service Standards determined with comprehensive training provided.</p>
<p><b>Collaborative partnerships:</b> Define organizational expectations to support respectful resolution focused</p>	<p><b>Ongoing:</b> Support and foster collaborative working</p>

Objective	Actions
behaviors.	relationships with Staff and Union Executives.

# Starting Today, We Look Forward

“When we strive to become better than we are, everything around us becomes better too.”

Paulo Coelho, *The Alchemist*