



Building a Better Workplace

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Presented by:



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Your Speakers...



Janet Jackson

...founded Organization Solutions in 2001 with a simple mission to help others *find a better way*. Through consulting and training, we help local government, business, and non-profit organizations with continuous improvement initiatives including workplace organization, productivity, and Microsoft solutions. In 2016, we launched an eLearning site making many of these skills and solutions available to anyone, anytime.



Kaye Borchers

...is the Funding Specialist at Choice One Engineering, a civil engineering/landscape architecture firm in Ohio. Choice One has been awarded a Dayton-area “Best Place to Work” and a national “Best Firm to Work For” numerous times in the past 15 years due to the company’s intentional enhancement of culture and teamwork.

Objectives

Common workplace expectations

Reasons why expectations
don't align with results

Strategies and tools to better align
results with expectations

The relationship between
expectations and culture



Better Expectations

The dictionary defines managing expectations as

“seek to prevent disappointment by establishing in advance what can realistically be achieved or delivered by a project, undertaking, course of action, etc.”





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**What are some
expectations we
have in the
workplace?**





**What causes
results to not meet
expectations?**





Guiding Principles

- Purpose
- Vision
- Mission
- Core Values
- Strategy & Goals



Group Discussion

Which does your organization have
in place?

Purpose | Vision | Mission | Core Values | Strategy & Goals





Our Purpose

Provide fulfilling lives
for a lifetime.



Our Vision

Transform our World



Our Mission

Making lives better with
an enjoyable experience

Our Core Values

We believe deeply in:



Responsiveness



Enjoyment



Opportunity
through Learning



Timeliness

Decision Filter

ChoiceOne
Engineering

Purpose

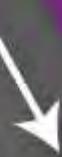
Vision

Mission

Core Values

Priority Issues

Clarity & Simplicity





Communication

- Consistency
- Frequency
- Simplicity
- Standards



Communication Standards

Communication Method	Use for	When response needed
Email		
Call / In-person		
Text (if used)		
Messaging Apps (e.g. Teams Chat)		
Meeting		





Documentation

- Policy Manual
- Checklists
- Processes & Procedures
- Organizational Structure



Primary Folders	Sample Subfolders	Permissions	Filing Standards & Notes
<input type="checkbox"/> Administrative	<input type="checkbox"/> Building & Grounds <input type="checkbox"/> Community Partners (e.g. Land Trust Alliance, MCD) <input type="checkbox"/> Financials (taxes, budget, CPA) <input type="checkbox"/> Legal <input type="checkbox"/> Little Green Light (templates) <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Vendors		
<input type="checkbox"/> Board	<input type="checkbox"/> Annual Paperwork <input type="checkbox"/> Board Book <input type="checkbox"/> Board Lists (terms & names) <input type="checkbox"/> Packets		
<input type="checkbox"/> Education	<input type="checkbox"/> Program Content (PowerPoints, Handouts, Supply Lists) <ul style="list-style-type: none"> ○ Monarch Tagging ○ Fossil <input type="checkbox"/> Program Events <ul style="list-style-type: none"> ○ 2023-05 Fossil - Tipp City ○ 2023-09 Monarch Tagging 		
<input type="checkbox"/> Communication Systems	<input type="checkbox"/> Duty Phone <input type="checkbox"/> Hot Spots & Connected Devices <input type="checkbox"/> Phones <input type="checkbox"/> Radios		
<input type="checkbox"/> Departmental Staff Meeting	<input type="checkbox"/> _Past Years <input type="checkbox"/> Current Year		
<input type="checkbox"/> Financials	<input type="checkbox"/> _Forms & Templates <input type="checkbox"/> _Historical Reference <input type="checkbox"/> Budget <input type="checkbox"/> CIP <input type="checkbox"/> Fixed Assets (Inventory) <input type="checkbox"/> Grants (by funding group)		





Alignment

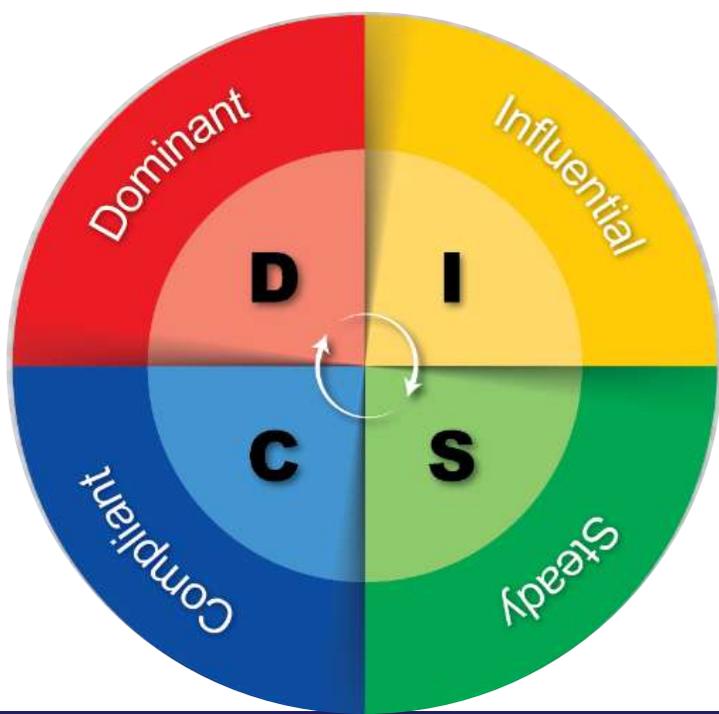
- Learned Skills
- Natural Abilities

*Everybody is a Genius.
But if you judge a fish by
its ability to climb a tree,
it will live its whole life
believing that it is stupid*

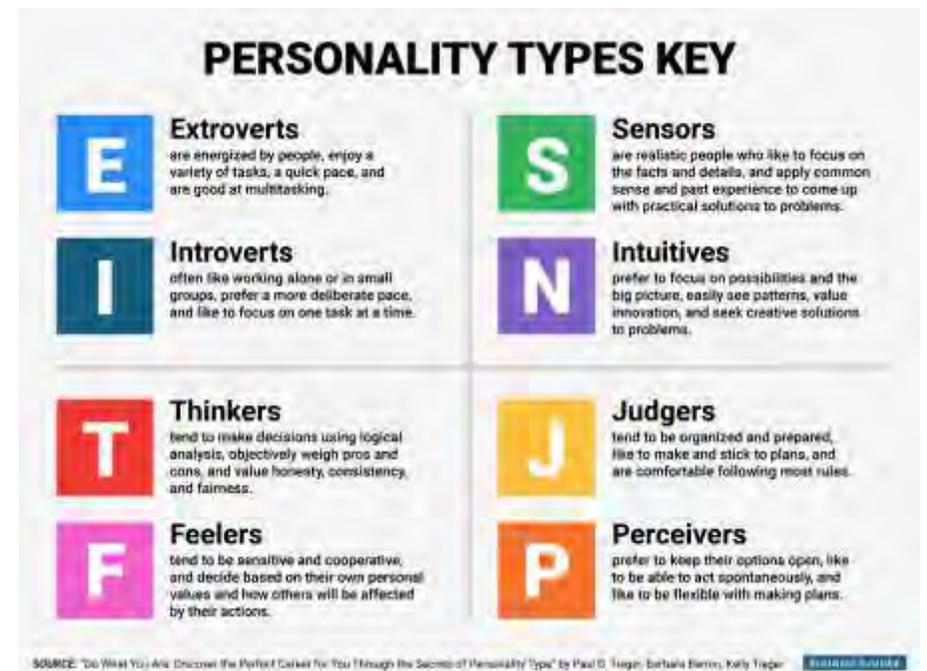
- Albert Einstein



DISC



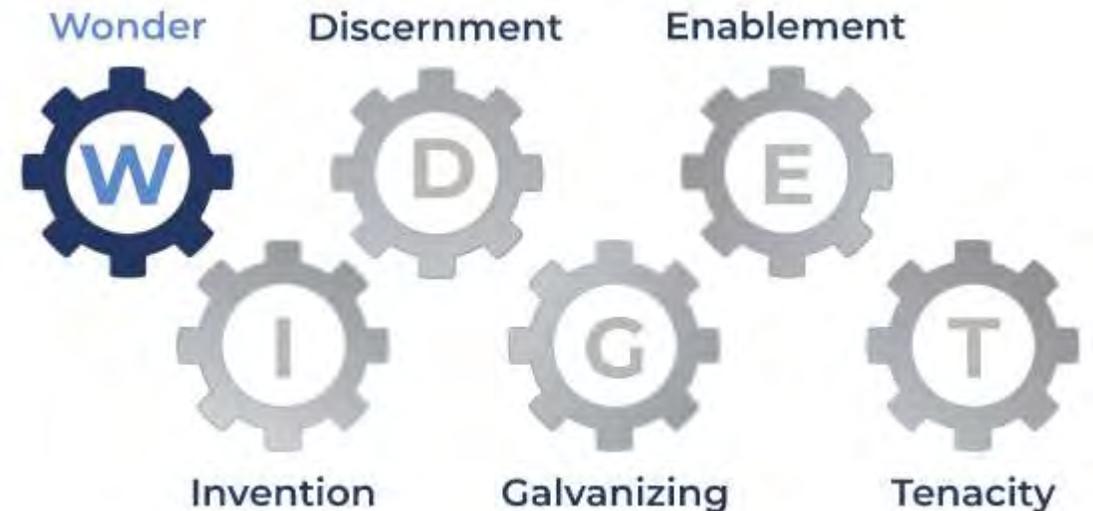
Myers-Briggs



StrengthsFinder (CliftonStrengths)

ACTIVATOR Relator **Responsibility**
 Focus *Futuristic* Belief **Competition**
Includer Empathy **Input**
 Ideation *Intellection* Learner
 Communication *Harmony*
Deliberative Discipline
 Consistency **Connectedness** *Individualization*
Positivity Maximizer Arranger **Woo**
 Restorative Analytical
 Context **Developer** Command
Self Assurance

The 6 Types of Working Genius





Kaye Borchers



Acts of Service

The 5 Languages of Appreciation in the Workplace identifies the way an individual feels valued to help teams better express appreciation in the workplace.



Tangible Gifts



Quality Time



Words of Affirmation



Acts of Service



Physical Touch



Group Discussion

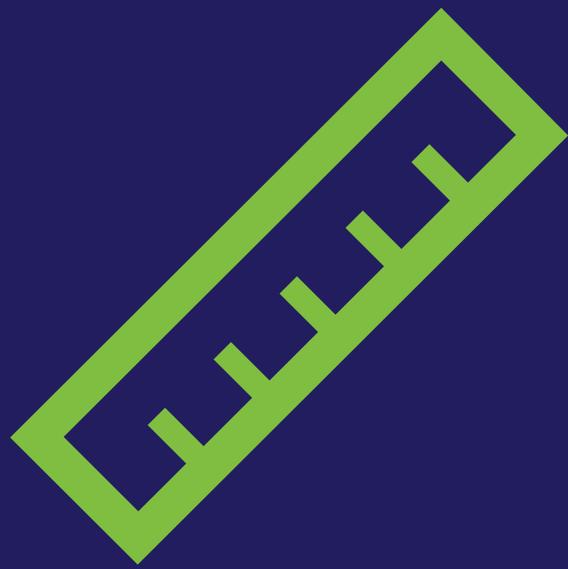
Does your organization use any assessment tools?

If so, which one(s) and why?

-OR-

Which one(s) would you like to try?





Accountability

- Effective Delegation
- One-on-Ones
- Performance Reviews

Nothing kills a good employee faster than tolerating a bad one.

- Neil Bhatt



Living It/Not Living It

Core Values

ENJOYMENT

Participating in a hassle-free, stable environment that we want to come to and are proud to be part of; having fun with coworkers and clients while maintaining a high level of productivity.

ENJOYMENT	
LIVING IT	NOT LIVING IT
Positive Energy/Attitude	Keeping Quiet and To Yourself
Being Approachable/Wearing a Smile	Being Lazy or Doing the Bare Minimum
Trusting and Respecting Others	Not Appreciating Accomplishments
Appreciating Others	Being Jealous
Passion for Work	Not Participating in Company Events
Suspending Judgement	Complaining/Gossiping
Humble and Understanding	Staying Silent about Possible Improvements
Seek to build Selfless Relationships	Remaining in Negative Energy
Being Honest	Comparing Yourself to Others
Having a Sense of Humor and Can Laugh at Self	Making Others Have Difficult Conversations on Your Behalf
Hard Working and Finds Joy in Your Work	Not Wanting Others to Succeed
Generous/Charitable	Entitled
Pride in Choice One	Overly Dramatic
Considerate of Others	
Wanting to be Around Co-Workers	

TIMELINESS

Completing project-oriented tasks before they are expected.

TIMELINESS	
LIVING IT	NOT LIVING IT
Getting Work Complete Before it is Expected	Procrastinating





Managing Expectations

- Guiding Principles
- Communication
- Documentation
- Alignment
- Accountability



Questions?



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