

SFWMD Governing Board HRO Committee

January 12, 2009

HR Solutions Report

Governor's Initiative

- Code of Ethics
- Plain Speak
- Open Government
- Customer Service



Customer Service in Action

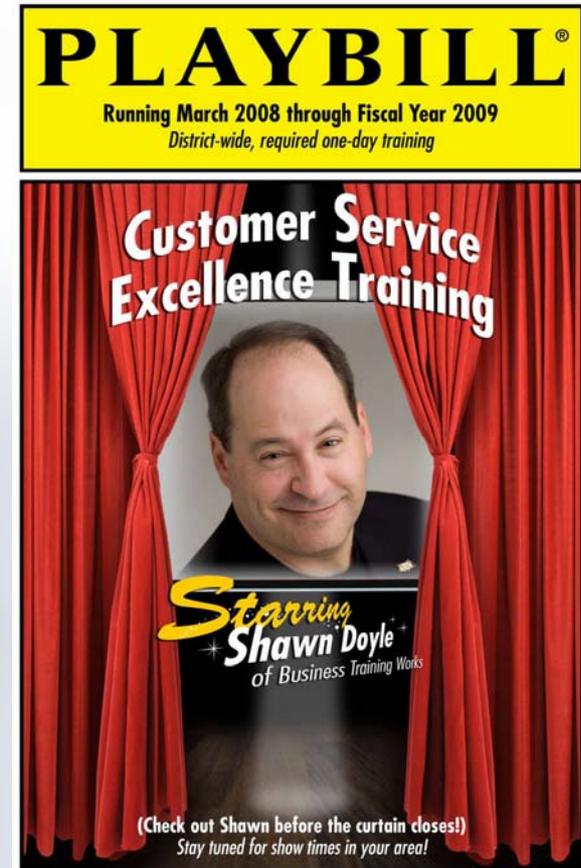
- Install performance incentives for improved customer service
- Establish best practices
- Improve solicitation and review of new ideas from customers
- Implement “world-class” training program



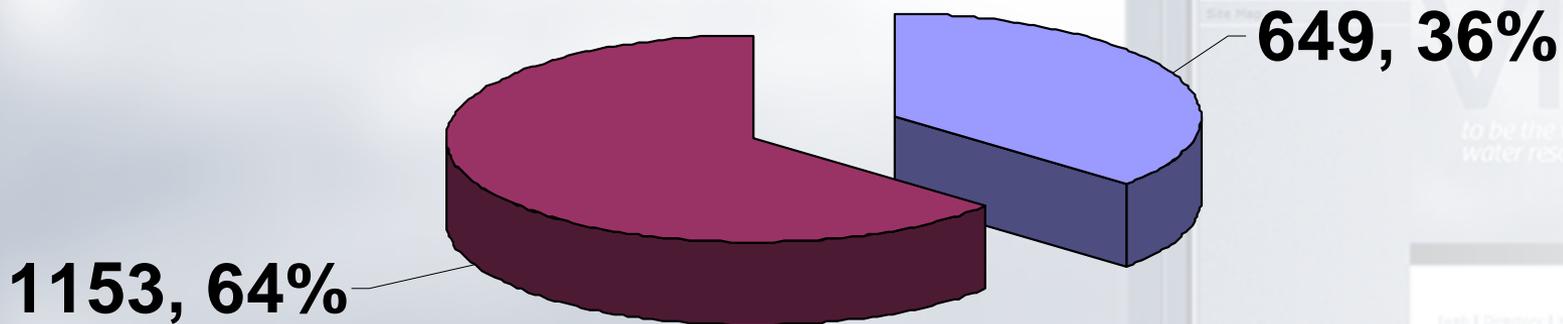
Customer Service In Action

■ Accomplishments

- Developed and implemented customized training
- Performance incentives
- 1,062 staff trained to date



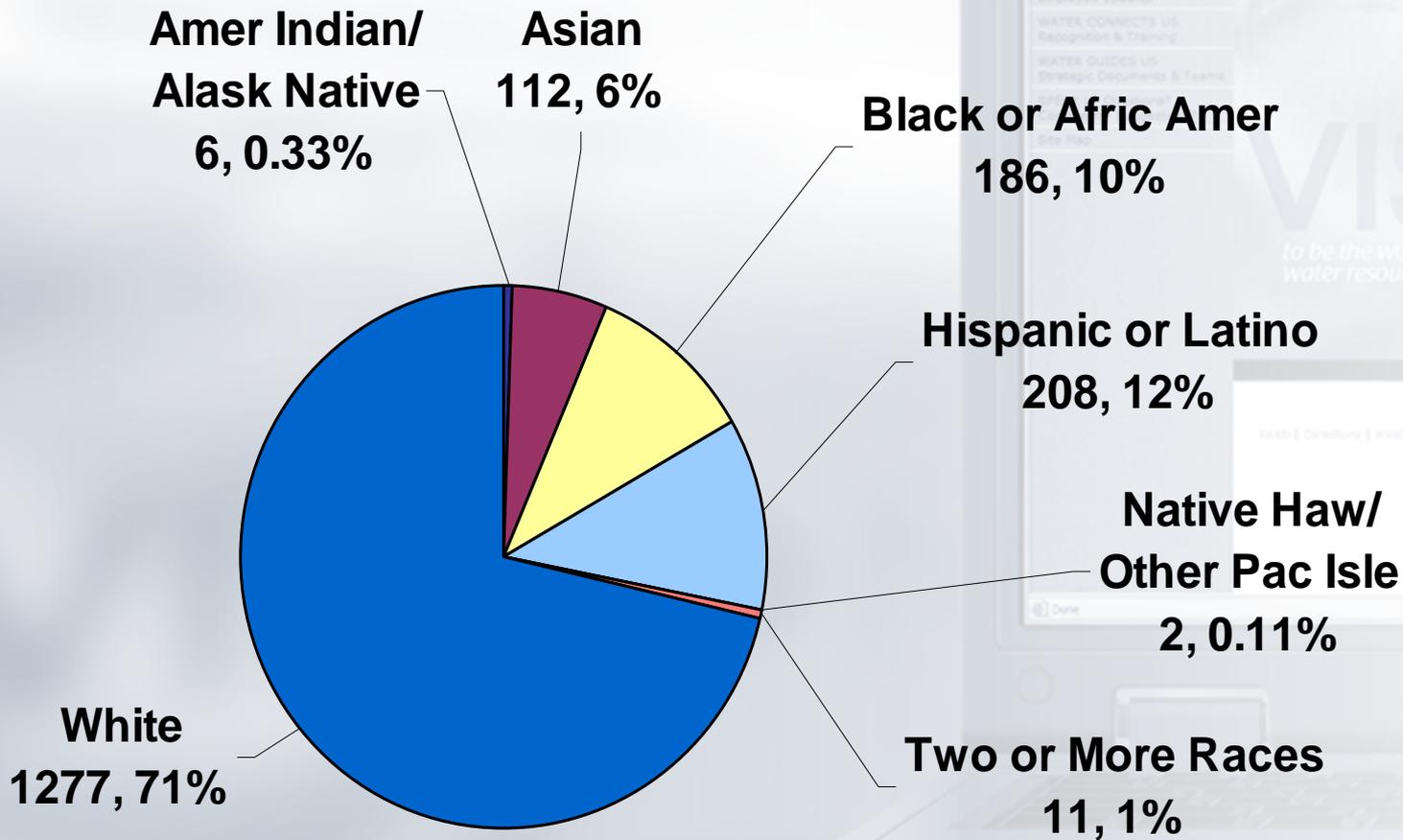
SFWMD Diversity by Gender



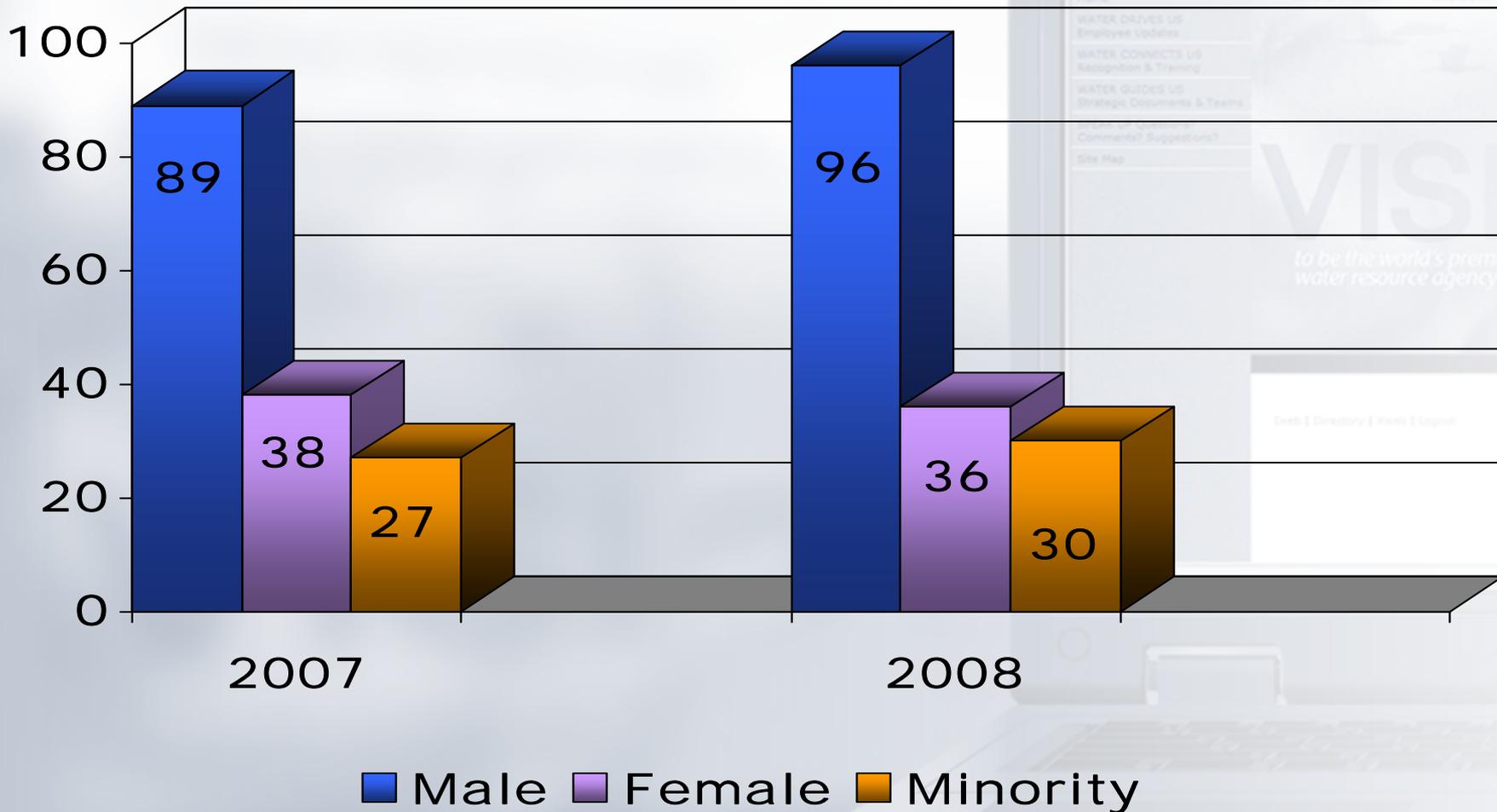
■ Female ■ Male

Total number employees 1802

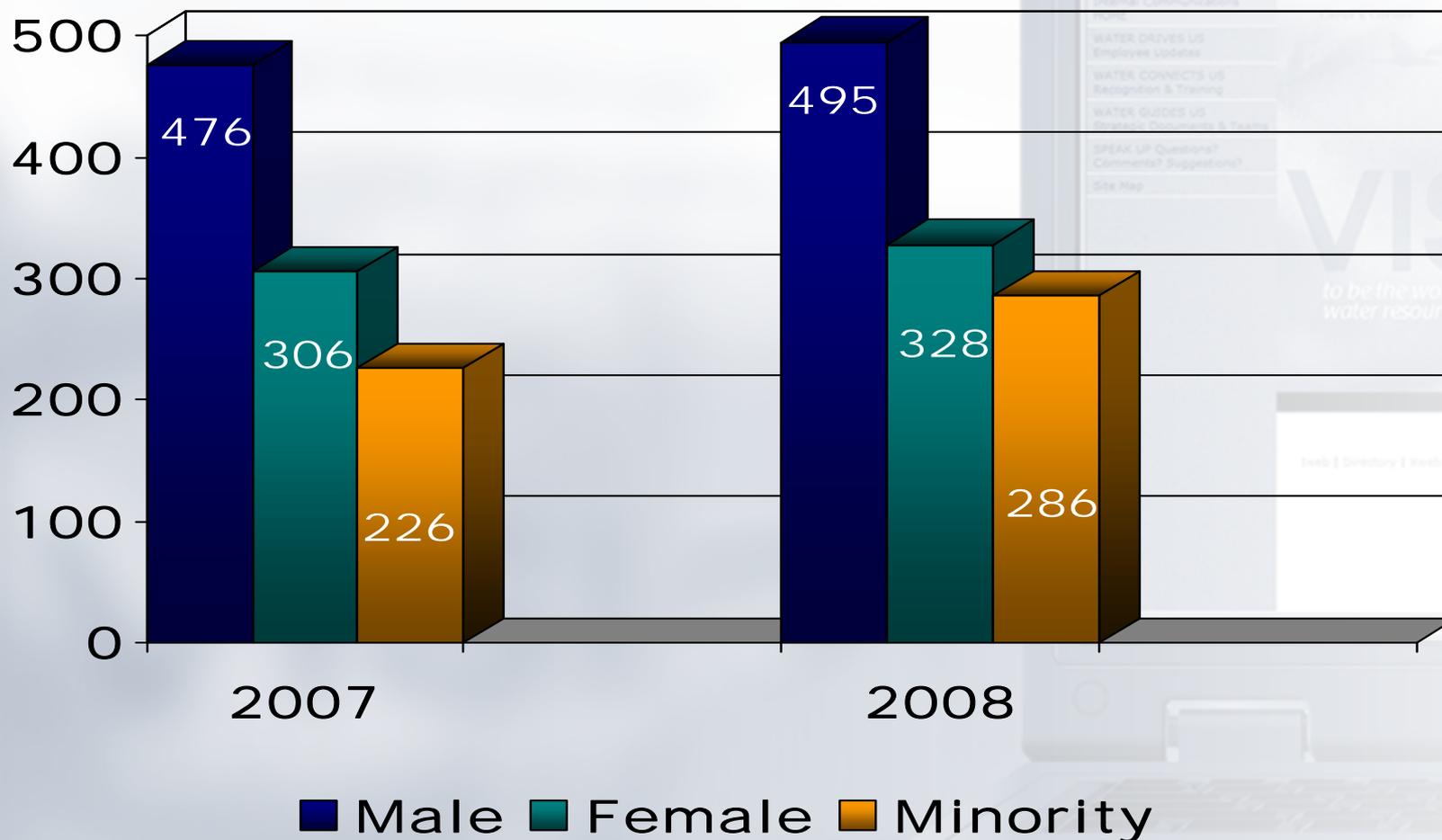
SFWMD Diversity by Ethnicity



SFWMD Management Population Distribution



SFWMD Professional Position Distribution



District Turnover and Exit Data

■ Turnover

- FY 2008 – 5.6%
- FY 2007 – 4.8%
- FY 2006 – 8.5%

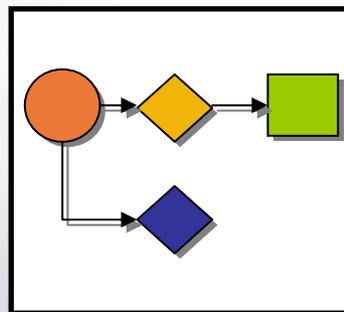
■ Exit Interviews

- Retirement ranked #1 for the last three years
- Relocation ranked #2 for the last two years



Systems Enhancements

- Recruitment
- Performance Management



Processes



Customers



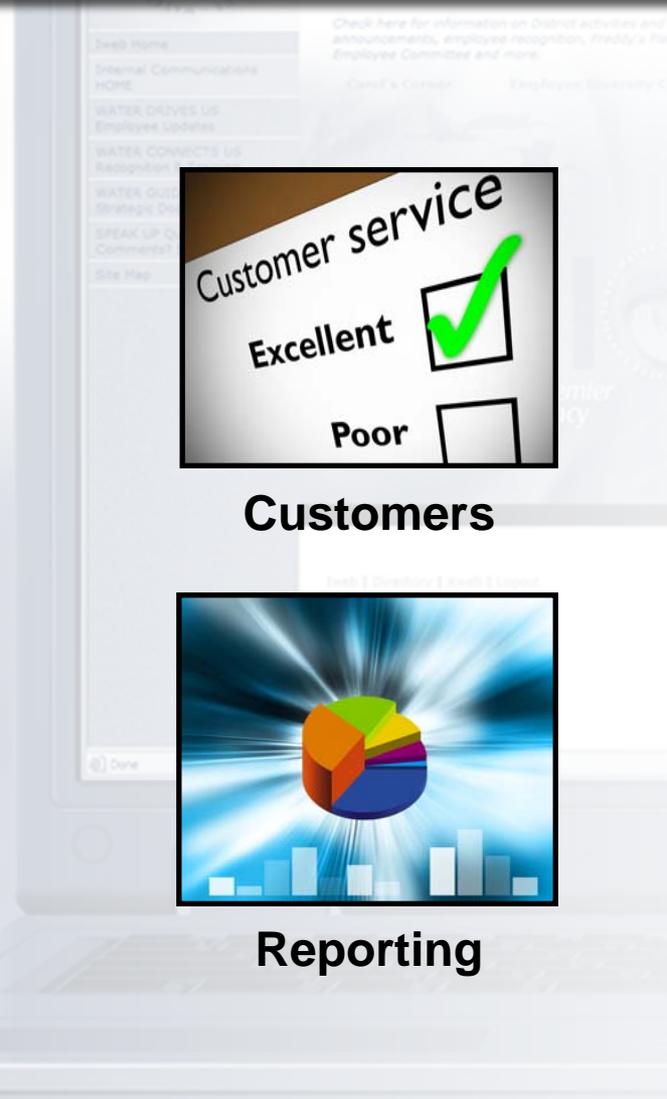
Support



Hosted Solutions



Reporting



FY 2009 Initiatives



Internship Program

- **Goal:** To provide real world work experience and understanding and appreciation of the District's mission and culture

"The Internship Program met and exceeded my expectations both technically and professionally."



Internship
Program

Mentoring Program

- **Goal:** To create mutually empowering relationships that allow for growth and development of both parties.

“I learned better ways to communicate, to trust my own inner voice, and found ways to improve my job experience. I am hopeful that management will continue the program and that one day I will be able to participate on the mentor side.”



Mentoring
Program

Recognition Program

- **Goal:** To attract, retain and develop a high-performance, team-oriented, diverse workforce, and continue to recognize the value of employees.

“Recognition is the greatest motivator.”

Gerard C. Eakedale



Recognition
Program

Career Development

- **Goal:** To help employees understand and develop long-term career management skills that can be applied over a lifetime.
- Launch *Chart Your Course* link from our home page and put our employees in the “Captain’s” seat.



Career
Development

Employee Committee Events

- Food for Families
- Take Our Sons and Daughters to Work
- Race for the Cure
- Lunch and Learn
- Chili Cook-off
- Softball tournament



**Employee
Committee
Events**

Questions

