



WASCO COUNTY
STRATEGIC PLANNING SUMMIT
FEBRUARY 28 & MARCH 1, 2018

Background

Wasco County held a 2-day strategic summit and leadership development session at The Discovery Center with County Commissioners, senior management and operational leads in attendance. The summit focused on four key areas:

- Interpersonal communication through *Emotional Literacy* training
- Personal productivity improvement through *The Five Choices* training
- Review and update of the Wasco County Strategic Plan
- Review of the Wasco County 100% Love Culture

The summit sessions were structured to provide management development and training – including assigned reading of *The Five Choices*. The sessions also gave perspective to operational leads who are new to their positions.

Emotional Literacy

Identifying areas of professional development and growth are continually at the forefront of our retention and engagement strategies. As an organization, we are only as good as our team, knowing and understanding this concept has allowed us to be innovative in the way we create value. Our focus this year was on Emotional Literacy and the ability to understand and express feelings. Emotional Literacy involves self-awareness and recognition of one's own feelings and knowing how to manage them. Emotions are not just a matter of the heart. Recent advances in research have shown that they are also a result of brain biochemistry.

We were fortunate to have Debby Jones of YouthThink present on the three main concepts of Emotional Literacy:

- Neurobiology of the brain and how it impacts communication, relationships and behaviors (Reactive Brain vs. Thinking Brain).
- Emotional literacy and understanding the importance of secure attachment and why it is so important (understanding our own feelings and empathy with and for others).
- Brain/Body tools that will help us understand and change if needed our "default pathways", easy mindfulness tricks, and awareness of what we project (reverse body language).

Emotions drive learning, creativity, relationships and health. In the context of Wasco County, emotional literacy – the act of understanding, expressing and regulating emotions – leads to better leadership skills, better job performance and greater mental and physical well-being. Emotional literacy also enables better decision-making, positive relationships among co-workers and the public that we serve.

The 5 Choices

Each year, our Administrative Officer chooses a book to review that is in line with our day to day organizational operations. Past books have included, “Built on Values” by Ann Rhoades with Nancy Shepherdson, “Good to Great” by Jim Collins, “The Art of Possibility” by Rosamund Stone Zander and Benjamin Zander and “Extreme Government Makeover” by Ken Miller. The focus this year was on time management and productivity. This year’s selection was “The 5 Choices - The Path to Extraordinary Productivity.”

“The 5 Choices” is a book designed to help deal with the endless flow of incoming information that we each deal with in our personal and professional lives. We live in an ever connected world of telephone calls, e-mails, texts, tweets, Facebook notifications, meetings and much more, which takes our attention away from our “big rocks” each and every minute of the day. “The 5 Choices” consist of:

- Act on the Important, Don’t React to the Urgent
- Go for Extraordinary, Don’t Settle for Ordinary
- Schedule the Big Rocks, Don’t Sort Gravel
- Rules your Technology, Don’t let it Rule You
- Fuel your Fire, Don’t Burn Out

The authors point out that, “It is both easier and harder than ever before to achieve extraordinary productivity and feel accomplished in our lives,” a concept which they refer to as, “The Productivity Paradox.” Just because we can do more faster, thanks to technology, it doesn’t necessarily mean that we are doing the right tasks at the right time and being productive.

ACT ON THE IMPORTANT, DON’T REACT TO THE URGENT

This choice helps you to discern the important from the less and not important, as well as how to increase your rom (return on the moment) in the midst of fierce distractions. in today’s world, you are drowning in email, overwhelmed with demands, and trying to do more with less.

GO FOR EXTRAORDINARY, DON’T SETTLE FOR ORDINARY

This choice helps guide your decision making through a framework of what success looks like in your current, most important roles. You want to make a difference, but competing priorities often prevent you from achieving extraordinary results. With Choice 2, you will refine your current roles in terms of extraordinary results to achieve high-priority goals.

SCHEDULE THE BIG ROCKS, DON'T SORT GRAVEL

This choice provides you with tips and tools to plan weekly and daily to execute with excellence on the most important things. The crushing increase in workday pressures can make you feel helpless and out of control. With Choice 3, you will regain control of your work and life through a cadence of planning and execution that produces extraordinary outcomes. Big Rocks = Priorities / Gravel = the Details.

RULE YOUR TECHNOLOGY, DON'T LET IT RULE YOU

This choice provides you with tips and tools to make technology work for you, not against you. Turn your technology into a productivity engine. An electronic avalanche of email, texts, and social-media alerts seriously threaten productivity as never before. With choice 4, you will leverage your technology and fend off distractions. This was a big chapter for me since I'm a technology junkie. Good practical tips.

FUEL YOUR FIRE, DON'T BURN OUT

This choice provides you with simple, yet critical ways to increase energy so you can think clearly, make good decisions, and feel more accomplished at the end of every day. Today's exhausting, high-pressure work environment can burn you out. By applying the 5 Energy Drivers in Choice 5, you will benefit from the latest in brain science to consistently recharge your mental and physical energy.

KEY TAKEAWAYS

To be truly productive, we should minimize the time we spend in Q1 and Q3, eliminate the time we spend in Q4, and maximize the time we invest in Q2, in order to be extraordinarily productive.

You can never get ahead just by sorting gravel faster. Decide what is most important and get those "big rocks" scheduled before the week begins.

The three steps for weekly Q2 planning are: (30/10)

- Review your Roles and Goals
- Schedule the Big Rocks
- Organize the Rest

The three steps for daily Q2 planning are:

- Identify the few "must do's"
- Organize the rest
- Close out the day

There are 5 energy drivers: Move. Eat. Sleep. Relax. Connect.

When you make regular investments in these 5 energy drivers, you create a pattern to life that "fuels your fire" and keeps you from burning out.

100% LOVE (Living Our Values Everyday)

In 2016, Wasco County developed a new Vision, Mission and Core Values that guide how we serve the citizens of our county and the members of our team. While the concept of 100% Love can be a bit of a “sensitive” topic for some, this year’s summit provided the opportunity to consider it a bit differently. The idea of “Living our Values Everyday” stemmed from conversations within the Public Works Department and ultimately, Jeff McCall developed the tagline, which we believe, captures 100% LOVE perfectly. Our vision, mission and core values guide our daily decisions and actions.

During the summit, Operational Leads were asked their view of how culture is accepted throughout the various levels of the organization. As expected, the acceptance varies per department, and is not as strong as at the senior management level. Factors that contribute to the strength of acceptance include the isolation of the office, the leadership of the director or department head, the actions seen by the employees, and the length of time employed at the county.

In general, the group discussed that employees accept the culture as an ideal, and try to model it as a way to interact with citizens. But some days people just don’t feel it – some days are harder than others.

Moving the Dial – Strategic Planning

REVIEW AND UPDATE OF STRATEGIC PLAN ACTIONS AND OUTCOMES

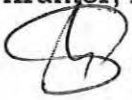
Wasco County has seven “external” pathways that are critical to achieving the vision of a prosperous Wasco County. The Key Organizational Actions and Intended Outcomes listed below have been identified as the top priorities for our strategic plan. They have been updated from 2017 and incorporate new actions for 2018-19.

Details of these action items can be found in the 2018-19 Wasco County Strategic Plan.

Wasco County
Board of Commissioners



Steven D. Kramer, Board Chair



Scott C. Hege, Vice-Chair



Rod L. Runyon, County Commissioner