

## **Goal 5: Foster A Professional And Productive (Positive) Work Environment.**

Our most important asset is our people. The RFO is comprised of professionals dedicated to public service and fulfillment of the agencies mission. Consistent with the office vision statement, we continually strive to be a diverse team of highly skilled professionals that embody the noblest ideals of public service. As such, we must be well versed and accomplished in our fields, well equipped, and must apply our knowledge and resources wisely and well in order to be deserving of the public's trust. We must support each other in the execution of our duties, and share and convey a common focus. We also want this spirit to be reflected in, communicated by, and reinforced by our surroundings.

The objectives under this goal are designed to ensure that we have the personnel and resources needed to meet the natural resource challenges facing North Carolina, and that we use those resources effectively. We do this by being forward looking in identifying issues and needs; forging and sustaining internal and external partnerships; being leaders in collaborative problem-solving; fostering internal team-work and collaboration; promoting continuous learning and career development; and providing effective leadership and management to ensure accountability, efficiency and effectiveness in achieving results.

### **Objective**

Develop and maintain appropriate personnel and expertise relative to issues and resources in our work area.

Strategy: Ensure that our organizational structure mirrors resource priorities.

Strategy: Ensure that our budget is sufficient to address resource priorities.

Performance Measure: Percent of Plan Strategies staffed.

Strategy: Ensure that recruitment targets specific office needs in terms of talent, expertise, diversity, and experience relative to identified priorities.

Performance Measure: Percent of essential skills and abilities represented on staff.

Strategy: Ensure that everyone in the RFO knows and understands our priorities and desired outcomes, and their role in achieving those results.

Strategy: Encourage career development through continual learning focused on sharpening existing knowledge and skills and developing new skills needed to meet emerging challenges.

Performance Measure: Average number of hours of Individual Development Plan (IDP) related training per staff member per year.

### **Objective**

Ensure we have the necessary materials and equipment to do the job right.

Strategy: Ensure that the office has the vehicles, office equipment/supplies, and field equipment/supplies needed to conduct business and complete field investigations; that the equipment is accessible and in proper working order; and that staff are properly trained to ensure safe field and office operations.

Strategy: Ensure that all staff have ready access to current and relevant data, and the Information Technology needed to securely, efficiently and effectively management and analyze such data, including adequate training. Also, ensure that all staff have ready access to current communications technology and desktop publishing software needed to present and communicate effectively, including adequate training.

### **Objective**

Maintain high standards for professional conduct

Strategy: The Field Supervisor will periodically review with staff the standards for ethical conduct established by the Department of the Interior. All staff and management have a shared responsibility for ensuring professional and ethical conduct inside and outside the office.

### **Objective**

Promote internal harmony, cohesion, and *esprit de corps*

Strategy: Maintain an environment that welcomes and nurtures diversity of culture, thought and expression. We believe that a work group comprised of people with diverse backgrounds, viewpoints, talents and life experiences is more creative, productive, successful, and fun.

Strategy: Encourage open discussion and feedback in all aspects of our work. As such, the Field Supervisor will continually seek and encourage input and feedback from staff on all matters affecting the office.

Strategy: Recognize and reward exceptional performance and accomplishments appropriately and promptly. In addition, at the end of each Fiscal Year we will recognize the accomplishment of the projects, and strategies identified in this plan.

### **Objective**

Promote effective external communication to build public understanding and support for our mission and vision, and secure the public's confidence and trust in us.

Strategy: Be responsive to inquiries from the public and always project a courteous and professional image that reflects well on the office and the agency.

Strategy: Be responsive to our Congressional delegation and keep them continually informed of our activities and issues.

Strategy: Be responsive to media requests consistent with the office's Media Policy. In addition, all staff are responsible for being on the lookout for emerging issues that are

likely to attract media attention and to prepare, in consultation with the Public Affairs Officer and the Field Supervisor talking points or press releases, as appropriate.

Strategy: Prepare a quarterly fact sheet (Field Notes) summarizing office projects and accomplishments, and highlighting priority issues and events. These Field Notes will be widely distributed to partners and customers.

### **Objective**

Change office space to improve the working environment, provide a customer friendly atmosphere and showcase the office's accomplishments in protecting public trust resources in North Carolina.

Strategy: Optimize use of available space to maximize productivity, efficiency, and aesthetics.

Strategy: Provide an inviting reception area to create a good first impression.

Strategy 5.1.1: Ensure that the office space projects a professional image, and a clean, comfortable, safe, work environment, while promoting "green" business practices.

Performance Measure:

*Project 5.1.1.1:* Encourage staff to reduce waste by reusing and recycling materials (use green products and technology).

*Project 5.1.1.2:* Ensure proper lighting, temperature and air quality in the office.

*Project 5.1.1.3:* Maintain privacy and space of individual offices.

*Project 5.1.1.4:* Improve staff's "connection with the outside world".

*Project 5.1.1.5:* Use wall space and common areas to celebrate office accomplishments.

**Objective 5.2:** Ensure that business practices (e.g., internal controls regarding travel, training, purchases, and equipment) are sufficient to ensure accountability and compliance with agency regulations and policies, while minimizing paperwork, maximizing personal responsibility, and without impeding program implementation.

Strategy 5.2.1: Implement an electronic system (TAILS) in FY 2005 for logging and tracking work assignments, projects, and accomplishments. The system will facilitate internal tracking and filing as well as end-of-year data calls and reporting. In doing so, ensure that the time needed to input data does not require more than fifteen minutes per staff member per day.

Performance Measure:

*Project 5.2.1.1:* Ensure that the various regional and national databases (e.g., ECOS, HabITS, etc.) are continually up-to-date and accurate.

*Project 5.2.1.2:* Implement an electronic filing and track system (TAILS) in order to minimize need to store paper documents in files, and to improve tracking and reporting of accomplishments.

Strategy: Annually review internal controls and procedures to ensure compliance with applicable agency regulations and policies while maximizing efficiency.

Strategy: Ensure that budget and administrative reports (e.g., Budget Tracking System, Interim Assessment Report, Energy Report, Fleet Management Report, Property Inventory, Contracting) are completed and submitted accurately and on time.

