

# RECLAMATION

*Managing Water in the West*

## Reclamation Meeting on *Managing For Excellence* Breakout Session: Relationships

Sacramento, California  
November 13-14, 2006



U.S. Department of the Interior  
Bureau of Reclamation

## Team 1: Strengthen Interactions with Customers and Stakeholders

- **Goals**

- Strengthen Communication and Coordination
- Enhance Opportunities for Involvement
- Improve two-way Communication to Effectively Incorporate Feedback



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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Progress to Date

- Reviewed:
  - NAS Report
  - 2004 Customer Satisfaction Survey
  - Existing Communication and Decision Making Tools
- Gathered Examples of Successful Partnerships

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Tools

- Develop a Collaboration Plan
  - Who/When/Where/What
  - Formal/Informal Relationship
  - Roles and Expectations



What are the various elements your organization would like to see in a collaboration plan?

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Tools (continued)

- Brochures (101)
- Standard Presentations

What are the topics?

How often would your organization like to discuss these topics?

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Tools (continued)

- Meeting Attendance
- Other External Outreach



In what forums should Reclamation participate?

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Tools (continued)

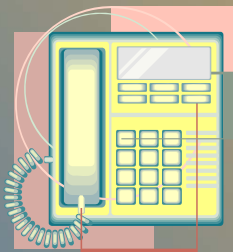
- Education of Employees
  - Assessment Tool to Help Determine Complexity of an Issue
  - Collaboration (Team 37)

What are the skills and competencies that Reclamation should enhance and foster?

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Standards for Interaction
  - Written Correspondence
    - Plain English
    - Timely
  - Telephone Communication
    - Informative and Courteous
    - Timely



How should Reclamation define informative and timely?

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Standards for Interaction
  - Decision-making Processes
    - Determine Stakeholder Involvement
    - Who is Making the Decision?
    - Communicating the Decision
      - » Hard Copy – Reclamation Staff – Email – Public Meetings – Internet

How does your organization prefer to receive information about decisions?

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## Team 1: Strengthen Interactions with Customers and Stakeholders

- Transparency
- Two-way Communication and Feedback Processes

How does your organization define transparent?

How does your organization want to provide feedback to Reclamation?

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