



Hamilton

# OUR PEOPLE SURVEY UPDATE

April 3, 2019



- **Introduction**
  - **The Our People Survey**
  - **Approach and Process**
- **Status Update**
- **Success Stories**
- **Preparing for Fall 2020**



# The Our People Survey



# Corporate Framework

## The “Our People Survey” A consistent corporate framework for the City of Hamilton









# OPS Phase Four Update

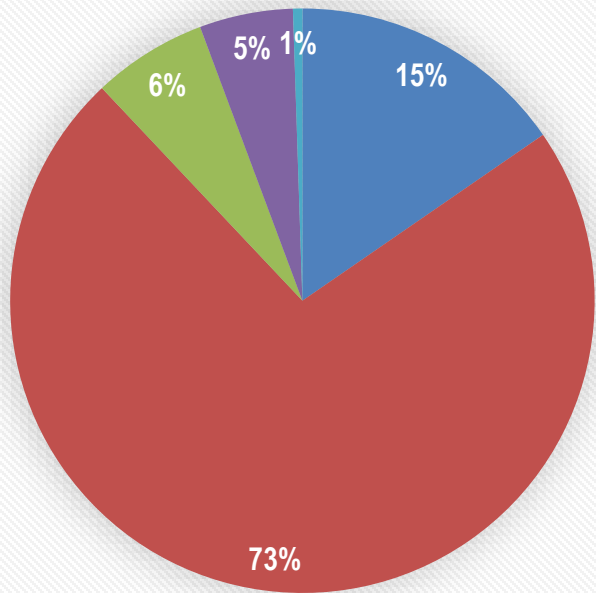


**95% = 773**

Of expected action plans  
have been documented

Individual Action  
Items Recorded

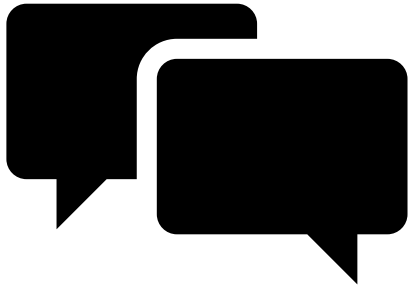
Status of Action Items



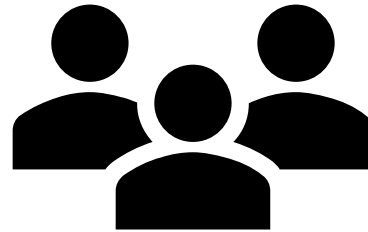
Completed On Schedule Delayed  
On Hold At Risk

**Top Corporate Areas of Focus:**

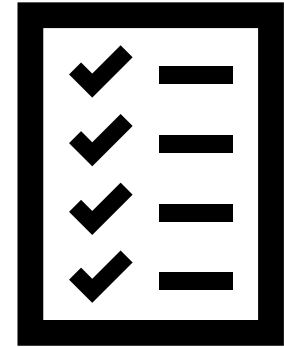
1. Communications
2. Workload Manageability
3. Team Morale
4. Managing Poor Work Performance
5. Job Clarity



Strong Communication  
Plan



Network of Support



Accountability and  
Commitment



# INTO JUMP THE CONVERSATION

OUR PEOPLE SURVEY

# Success Stories 9.1



Corporate Services contributes towards the City of Hamilton's vision to be the best place to raise a child and age successfully.

The Corporate Services Department is comprised of the following Divisions: Office of the City Clerk, Customer Service and POA, Financial Planning, Administration and Policy, Financial Services, Taxation and Corporate Controller, Information Technology, Legal and Risk Management. To learn more about each Division, visit their intranet sites below.

Check out Corporate Services' 2018 accomplishments and what's coming up...



# JU<sup>into</sup>JUMP

## THE CONVERSATION

### OUR PEOPLE SURVEY



*Our People Survey Action Plan Success Story:*

*PED Onboarding*





# QUESTIONS?

