

PRIDE

Park & Recreation

Improving the Delivery of Excellence

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PRIDE

- Purpose

The purpose of this session is to provide participants with practical methods for improving service delivery by creating a culture of continuous learning, continuous improvement, and sharing of information.



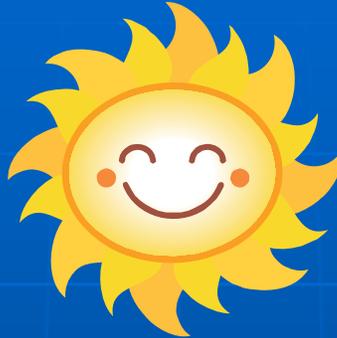
PRIDE

- Learning Objectives

At the end of this session participants will be able to...

1. recognize the value of maintaining a culture of continuous improvement and continuous learning as a means for delivering excellent service,
2. identify at least two methods for developing leadership within an organization,
3. identify at least three methods for recognizing employees who deliver excellent service.

PRIDE



- What have you done in the last 30 days to make a co-worker (subordinate, peer, or superior) “feel good” about where they work?
- What learning experiences have you provided to a co-worker this year?
- Other than this event, what have you done within the last year to prepare yourself for additional responsibilities within your organization?

PRIDE

At MDPR's 2007 Management Retreat, it was determined that management needed to redefine the department's culture to improve morale and re-create a sense of "team" that used to exist in the department. It was also determined that greater efforts had to be made to develop and retain new leaders in the organization.

PRIDE

- Goals:
 - 1) To create a culture change at Miami-Dade Park & Recreation that is consistent with MDPR's mission and embraces a "Passion for Excellence".
 - 2) To sustain the "Passion for Excellence" culture for years to come through succession planning and leadership development.

PRIDE

- Focus on the Department's Mission, Vision, and Core Values

MISSION:

We create outstanding recreational, natural, and cultural experiences to enrich you and to enhance our community for this and future generations.

VISION:

Delivering Excellence Every Day

PRIDE



Core Values:

Outstanding Customer Service
Enthusiastic Attitude and Teamwork
Accountability and Integrity
Creativity and Innovation
Stewardship
Inclusiveness and Accessibility
Leadership and Professional Development
Excellence

What is PRIDE?

- PRIDE is about the culture of how we conduct business at Miami-Dade Park & Recreation that embraces a “Passion for Excellence”.
- PRIDE is about continuous improvement to maintain a competitive advantage based on excellence.
- PRIDE is about continuous learning to enable us to continuously improve.
- PRIDE is about sharing information with each other so we can continuously learn.
- PRIDE is about being proud of being a part of MDPR which makes us want to share information.
- PRIDE is about yearning to be the best so we can be proud of where we work.
- PRIDE is about a Passion for Excellence that drives us to be the best and defines our culture of how we conduct business.



Park & Recreation Improving the
Delivery of Excellence...

through morale building, leadership
training and promoting a culture
defined by a passion for excellence.

PRIDE

- PRIDE is *not* a program that comes and goes. It *is* our culture. However, multiple programs had to be implemented to support and promote PRIDE.
- The PRIDE Steering Committee was created to provide input from different areas and to help make decisions in support of the PRIDE culture.

PRIDE

■ PRIDE Sterling Leadership Program (SLP)

PRIDE SLP is an exciting leadership opportunity designed to identify and develop employees who are interested in participating in future leadership of the Department by being mentored to become ambassadors who participate and contribute to critical department-wide initiatives.

PRIDE

Employees selected to participate in **PRIDE SLP** do so over a one (1) year period and are paired-up with someone from management who serves as his or her mentor. The mentor provides coaching and advice to assist them in developing their administrative, management and leadership skills, while providing them with a better understanding of Department-wide goals. PRIDE SLP participants are expected to dedicate a minimum of 16 hours per month to work with their mentor and assigned projects.

PRIDE

- 3 Selection Hurdles for SLP Applicants
 1. Complete an Application with Division Head approval
 2. First-round of interviews with Assistant Directors
 3. Second-round of interviews with Assistant Directors and the Director
- Director Made Final Selections

PRIDE

- PRIDE SLP Assignments/Activities
 - SLP Participants Prioritize Interests
 - Mentors & Protégés Paired
 - FRPA Leadership Profile
 - Career Plan
 - Learning Action Plan completed with Mentor
 - Execute Action Plan
 - Participate in Various Meetings and Training Programs

SLP Learning Action Plan

P.R.I.D.E. SLP Participant: _____

Date Prepared: _____

Learning Goal:	
Learning Activity/Task:	
Start Date:	Target Completion Date:
Learning Objectives	
1.	
2.	
3.	
4.	
Supporting Cast	
1.	
2.	
3.	
Mentor Signature:	Protégé Signature:
Status Update	Percentage Completed
1.	
2.	
3.	

PRIDE

- Additional Assignments/Activities
 - Employee Day
 - Lanyards
 - Core Values Promotion
 - E-mails encouraging "PRIDE in Action",
Traveling Soccer Ball
 - Sterling Visit
 - Welcome Barbeque for SLP II
 - One Month with the Director

PRIDE

SLP RESULTS

PRIDE SLP Protégé Exit Interview Results (July 2008-June 2009)

Exit Interview Item	Avg. Score
1. Everything you expected from PRIDE SLP was achieved.	2.9
2. Participation in the various activities have helped you grow.	3.8
3. Time your mentor dedicated to meeting with you was satisfactory.	2.5
4. The learning experience you had with your mentor was beneficial.	3.3
5. You would highly recommend this program to other employees.	3.9
(4=SA – 1= SD) Overall Average Rating	3.28

PRIDE SLP Mentor Exit Interview Results (July 2008-June 2009)

Exit Interview Item	Avg. Score
1. Everything you expected from PRIDE SLP was achieved.	3.31
2. Participation in the various activities helped protégés grow.	3.25
3. Time your protégé dedicated to meeting with you was satisfactory.	2.63
4. The learning experience of serving as a mentor benefited your career.	2.50
5. You would highly recommend this program to other employees.	3.63
Overall Average Rating	3.06

PRIDE

■ Impact of PRIDE SLP on Protégés

1. Prior to participating in the PRIDE SLP, I was planning to have a long career with MDPR.
2. After participating in the PRIDE SLP, I plan on having a long career with MDPR.
3. Prior to participating in the PRIDE SLP, I had a good understanding of MDPR's top priorities.
4. After participating in the PRIDE SLP, I have a good understanding of MDPR's top priorities.



PRIDE

5. As a result of participating in PRIDE SLP, my morale was impacted positively.

4.7

6. As a result of participating in PRIDE SLP, I have become more effective in my current position.

4.6

7. I have improved my leadership skills as a result of participating in the PRIDE SLP.

4.4

8. The PRIDE SLP had a positive impact on my career development.

4.6

9. After participating in the PRIDE SLP, I am better prepared to move into a position of greater responsibility.

4.6

PRIDE

- Improvements for SLP II
 - Increased time with Mentors
 - Rotation to meet all Mentors
 - Increase the number of meetings where all mentors and protégés are present.
 - Kick-off / Teambuilding Event



SLP Kick-off 2008 Scavenger Hunt at MetroZoo

SLP Kick-off 2009 Park Beautification at Devonaire Park



PRIDE

■ Job Explorer

- Provides an opportunity for any employee to shadow another employee who works in a different area for a day.
- Evaluation Scores: Host 4.38 Participant 4.83

■ Speed Mentoring

- Gave employees an opportunity to obtain career advice from mentors. The employees had 4 minutes with each mentor.
- Evaluation Score 4.95

PRIDE Logo



DELIVERING

EXCEED EXPECTATIONS

X-TRAORDINARY SERVICE

CUSTOMER'S ALWAYS FIRST

EYE CONTACT

LISTEN ATTENTIVELY

LEAVE A POSITIVE IMPRESSION

EFFECTIVE COMMUNICATION

NEVER START WITH NO

COURTEOUS AND CARING

EFFICIENT SERVICE

Every day!

Every great community has a great park system.

Miami-Dade Parks improves the quality of life by transforming our community into a more livable, lovable and sustainable place. Economic, environmental and community prosperity always starts with a **healthy park system.**



MDPR – A NATIONAL MODEL

- ✓ CAPRA Accredited since 1995
- ✓ 3 time National Gold Medal Award Recipient
- ✓ 2009 Governor's Sterling Award Recipient
- ✓ FRPA 2009 Agency Excellence Award Recipient
- ✓ ASPA South Florida Outstanding Public Sector Agency Award

COMMUNITY BENEFITS

- Increases Property Values
- Stimulates the Economy
- Reduces Obesity and Related Health Issues
- Reduces Juvenile Crime
- Increases Social Interaction
- Reduces Stress
- Improves Health and Fitness
- Improves Air Quality
- Promotes Environmental Stewardship

**Parks and Recreation
Improving the
Delivery of
Excellence**

**Information
Dial 311
miamidade.gov/parks**

DEPARTMENT MISSION

We create outstanding recreational, natural, and cultural experiences to enrich you and to enhance our community for this and future generations.

VISION

Delivering Excellence Every Day

CORE VALUES

- Outstanding Customer Service
- Enthusiastic Attitude and Teamwork
- Accountability and Integrity
- Creativity and Innovation
- Stewardship
- Inclusiveness and Accessibility
- Leadership and Professional Development

EMPLOYEE PROMISE

1. I will develop relationships with my customers and anticipate their needs.
2. I will display an attitude of enthusiasm and teamwork.
3. I will demonstrate accountability and integrity because I am responsible.
4. I will embrace creativity and innovation so I can continuously improve the service.
5. I will practice stewardship to ensure the conservation of all Miami-Dade County resources natural and otherwise.
6. I will respect the needs of all customers with an attitude of inclusiveness, and ensure accessibility to all.
7. I will demonstrate leadership in performing my job and develop myself professionally.
8. I will strive for the goal of delivering excellence every day to serve my customers.

I, _____, will fulfill this pledge

I Am Miami-Dade Parks

And My Role is _____ at _____ and I contribute to the mission by _____

CUSTOMER REQUIREMENTS

- Attractive and Safe Parks
- Diverse Programming
- Quality Customer Service
- Promote Stewardship
- Increase Profitability
- Encourage Volunteerism
- Increase Partnerships
- Efficient Capital Program
- Organizational Excellence
- Maximize Training/Development

PRIORITY INITIATIVES

- Open Space Master Plan
- GOB Capital Development
- Recreation Plan
- Dedicated Funding

PRIDE



■ Employee Promise

1. I will develop relationships with my customers and anticipate their needs to provide **outstanding customer service**.
2. I will display an attitude of **enthusiasm and teamwork** that makes customers and employees feel good about being at MDPR.
3. I will demonstrate **accountability and integrity** because I am responsible.
4. I will embrace **creativity and innovation** so I can continuously improve the service I provide my customers.

PRIDE

■ Employee Promise (continued)



5. I will practice **stewardship** to ensure the conservation of all Miami-Dade County resources natural and otherwise.
6. I will respect the needs of all customers with an attitude of **inclusiveness**, and ensure **accessibility** to all.
7. I will demonstrate **leadership** in performing my job and **develop myself professionally** to be able to satisfy the ever changing needs of my customers.
8. I will strive for the goal of delivering **excellence** every day to serve my customers and improve our community.

PRIDE WEBPAGE

- “PRIDE in Action”
- Employee of the Quarter
- Supervisor of the Quarter

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Park and Recreation

MIAMI-DADE COUNTY

Text Size: Reset Big Bigger

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What is P.R.I.D.E.?



PRIDE is about the culture of how we conduct business at Miami-Dade Park & Recreation that embraces a "Passion for Excellence".
> [Full story](#)

Sterling Leadership Program
Learn about the Sterling Leadership Program (SLP), a mentorship program that will provide coaching and advice on developing administrative, management and leadership skills.
> [More information](#)

Miami-Dade Park & Recreation Department wins Sterling Award



Parks is proud to be the recipient of the 2009 Governor's Sterling Award. Check out all of our awards and recognitions.
> [Read more](#)

PRIDE in Action!
Read what people have to say about Parks employees who continuously strive to deliver excellence in everything they do.
> [Testimonials](#)



New PRIDE SLP Group



The second group of the PRIDE SLP recently kicked-off their participation in the program by spending the day at Devonaire Park working with their mentors on a beautification project.
> [Full Picture](#)
Pictured, from left to right: Igna Portilla, Eddie Martinez, Jennifer Tisthammer, Esther Reyes, Enrique Sanchez, Darryl Miller, Andy Cendan, and Danny Barcia (missing are Cristina Heredia, Mary Gonzalez-Bruzzo and Lula Harvey).

Parks P.R.I.D.E.



> [P.R.I.D.E. Application](#)
> [P.R.I.D.E. Poster Memo](#)
> [P.R.I.D.E. Memorandum](#)
> [P.R.I.D.E. Pocket Guide](#)
> [Distribution of Pocket Guide Memo](#)
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A Round of Applause



[Employee of the Quarter](#)
Tommy Salleh



[Supervisor of the Quarter](#)
Angus Laney

> [View Archive](#)

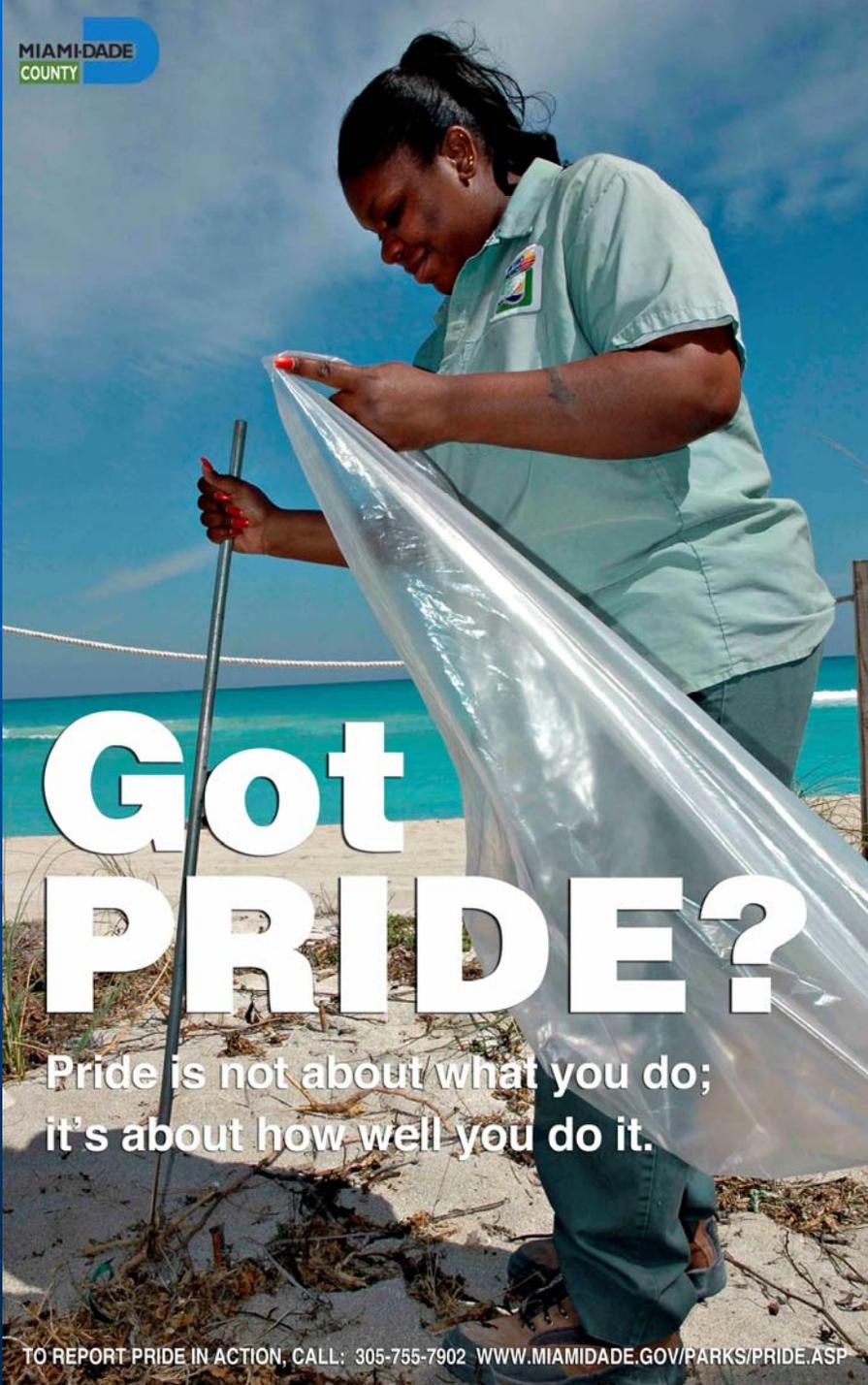
P.R.I.D.E. In Action

Employee Name: Pedro Reynaldos

Submitted by: Lucy Binhack

Mr. Reynaldos is committed and goes above and beyond his duties as the park manager for A.D. Barnes Park, he is always concerned that our area along with the rest of the park is looking its best and that our issues are resolved. He is always working together with us to keep the park beautiful and safe for our participants as well as the patrons of the park. Mr. Reynaldos has gone out of his way to ensure that a request for a broken tree limb that we have put in for over a month ago gets resolved. He has been diligent and follows through, although the issue is located in our area. This to us shows great PRIDE, commitment and personal responsibility and he should be commended for these actions.

PRIDE Promotional Campaign

A woman in a light green uniform is shown from the waist up, holding a large, clear plastic bag. She is standing on a sandy beach with the ocean and a clear blue sky in the background. The bag is being held up by a metal pole. The woman has dark hair tied back and is looking down at the bag.

Got PRIDE?

Pride is not about what you do;
it's about how well you do it.

Got PRIDE?

Pride compels us to remember
yesterday's success and drives us
towards tomorrow's challenge.

Got PRIDE?



TO REPORT PRIDE IN ACTION, CALL: 305-755-7902 WWW.MIAMIDADE.GOV/PARKS/PRIDE.ASP



Got PRIDE?



Yes, we do!



Got PRIDE?



Time to dig deep



TO REPORT PRIDE IN ACTION, CALL: 305-755-7902 WWW.MIAMIDADE.GOV/PARKS/PRIDE.ASP

PERCEPTION

The Budget Cuts



REALITY



PRIDE

Park & Recreation

Improving the Delivery of Excellence

