

Employee Newsletter
First Edition
June, 2017



Employee Engagement
Conference
Together, We Excel!

MCTX





First Annual **EMPLOYEE ENGAGEMENT CONFERENCE**

Wednesday, June 21, 2017 | 7:30 AM – 5:00 PM

City Centre at Quail Valley

2880 La Quinta Dr., Missouri City, TX 77459

Consistent with our Mission to **deliver superior customer service to all members of our diverse community**, we are pleased to have you at our first Employee Conference.

This experience has been designed to encourage, inspire, educate and motivate as **Together, We Excel** towards our goals and continue to move towards becoming recognized as a Superior Municipal Organization.

Simply put, we hope that this conference will give employees an opportunity to engage your mind, body, spirit and soul.

Let's continue to live, work and play, according to our Code of Ideals:

Service
Professionalism
Innovation
Respect
Integrity
Teamwork



Details on Your New Mission, Vision, Credo and Code of Ideals

After months of discussion with employee groups, individuals, City Council and our Leadership Team, on April 6, 2017, our organization embraced a new City Mission, Vision, Credo and Code of Ideals.

These statements describe the organization that we aspire to be. Guided by them, we strive to create a culture where employees feel valued, where we plan together for our future, where we encourage one another to be innovative and engaged and where everyone feels empowered to offer solutions to improve our organization.

During an organization-wide Employee Breakfast, a group of employees spoke about what each Strategic Statement means to them. They helped us to put into words how each of these statements can be witnessed, every day, in the jobs that we do.

Assistant City Manager Scott Elmer spoke to our ultimate Vision: To be known and recognized as a superior municipal organization.

Director of Parks and Recreation, Jason Mangum, reminded us that regardless of job or department, we all share the passion to serve our community, and that we all contribute to achieving our Mission: To deliver outstanding customer service to all members of our diverse community.

Fire & Rescue Services Chief Eugene Campbell, Jr. rallied us to join forces and to multiply our efforts by embracing our Credo: Together, we excel!

Johnny Crump, Fleet Mechanic II, spoke to us about Service. He told us that we each have the ability to be of Service to one another each day in ways small and large. Yichi Liu, GIS Specialist, shared an entertaining story of Professionalism through stretching out of your comfort zone to learn and improve and to always ensure the highest standards for our products. Robert Rooda, Desktop Services Specialist II, described how important Integrity is for him in his role, for all of IT as a department and for each of us in our roles as public servants. MCPD Det. Lisa Yates-Porovecchio spoke to the essential role that Respect plays in her collaborations with citizens in our community. MCPD Officer Robert Lawson, a member of the City's Motorcycle Unit, shared that Innovation takes many different shapes and is found not only in the world of technology but, rather, is something we can all strive towards. And, Fire & Rescue Services Lt. John Wallace described Teamwork in terms of the vital role it plays for firefighters.

Our City's Mission, Vision, Credo and Code of Ideals are not simply words. These statements describe the best of who we already are as an organization and what we aspire to become. To affect the change we wish to see, we must all take them to heart and hold ourselves and our colleagues accountable to striving toward them every day.

Together, we excel!

Notable Quotes:



“Service is the act of taking care of the customer or organization’s needs by providing and delivering professional, helpful, high-quality service and assistance before, during and after the customer or organization’s requirements are met.” – Employee Engagement Group Member



“Providing world-class service will always start and hinge on how much the service provider cares. It is critical to the success of Missouri City that you care about the experiences you create and the memories you make.” – Chris Bryant, Chief Experience Officer, Bryant Group, and Speaker at first annual All Employee Breakfast April 6.

Note: Expect to see Missouri City’s Strategic Statements incorporated into your desktop backgrounds in the near future.

Vision

To be known and recognized as a superior municipal organization

Mission

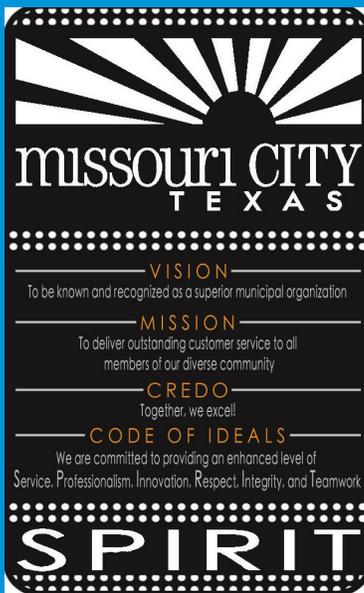
To deliver outstanding service to all members of our diverse community

Credo

Together, We Excel!

Code of Ideals

We are committed to providing an enhanced level of Service, Professionalism, Innovation, Respect, Integrity and Teamwork



2017 Missouri City Employee Conference Agenda

Wednesday, June 21, 2017

8:00 AM–9:00 AM

Registration/Continental Breakfast

9:00 AM–9:10 AM

Conference Opening and Welcome–Anthony Snipes

9:10 AM–9:15 AM

Introduction of Keynote Speaker–Alan Phillips

9:15 AM–10:15 AM

Opening Plenary–Keynote: Thom Singer

Thom Singer has an eclectic background working in sales, marketing and business development roles for Fortune 500 Companies, Law Firms and entrepreneurial ventures. He believes that all opportunities come from people, and when we work together to find “cooperative significance” with others we all discover more success.



Singer is a professional master of ceremonies, speaker, trainer, consultant and the author of 12 books on the power of business relationships, business development, entrepreneurship, sales, legal marketing and presentation skills. He speaks regularly at business and association conferences around the United States and beyond.

He is also the host of the widely popular “Cool Things Entrepreneurs Do” podcast. On this show he interviews entrepreneurs, solopreneurs and business leaders from a variety of industries. He encourages his guests to share tips and ideas that can help those with an “entrepreneurial spirit” find their own path toward success.

Thom and his wife, Sara, make their home in Austin, Texas and are the parents of two highly spirited daughters.

10:15 AM-10:45 AM
BREAK

10:45 AM-11:45 AM
Concurrent Sessions
(three topics)-SGR

“Effective Interpersonal Communication” taught by Kristin Navarro is focused on helping you become better at communicating in your day to day work routines, whether that means communicating with your team, other people in your department or internal and external stakeholders in your work. No matter how valid our perspective may be, we must always keep in mind the perspectives of those who we serve with, as well as those whom we serve. This class will give you great insight on how to do that!

“Managing Change” taught by Dr. Scott Willingham reminds of the adage that “Nothing is certain except change itself.” It’s not a matter of whether or not change will take place. It’s a matter of how we will respond to that

change. Is it possible to manage change in a way that we, and our colleagues, can thrive? Or are we destined to simply try to hold on to survive? We believe this class can help you understand the dynamics of change and how you can harness the power of change, without being overpowered by it.

“Building High Performance Teams” taught by Dr. Mike Mowery focuses on how to develop teams that are greater than the sum of the individual members of the team. If you are going to accomplish anything of great significance, it’s likely that you will not do it alone, but on a team. But how can we create and sustain teams that live up to and exceed expectations? It’s not as easy as it looks, but this class will help you identify the behaviors that make it more likely that your team becomes a TEAM!

Upcoming Holidays

Independence Day
July 4
City Offices Closed

Labor Day
September 4
City Offices Closed

Upcoming Paydays

June 30

July 14

July 28

August 11

August 25

September 8



Upcoming Events

June 22
Senior Foodies

June 24
Introduction to
Lacrosse

Senator Borris Miles District
Office Ribbon Cutting

June 26-30
Cooking Class for Kids!

June 27
Senior Trip

Youth Town Hall

July 4
4th of July
Celebration

July 8
Wimbledon Social
Mixed Doubles

July 11
Senior Casino Trip

July 12
Afternoon with an Expert

July 20
Breakfast & Bingo

July 24
Dance Camp

July 28
Pickledon

July 28 - Aug 4
LEGO Summer Camp

11:45 AM-12:45 PM
LUNCH

12:45 PM-1:45 PM
Concurrent Sessions (three topics)-SGR

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1:45 PM-2:00 PM
BREAK

2:00 PM-3:00 PM
Concurrent Sessions (three topics)- SGR

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2:00 PM–3:00 PM (Continued)

Concurrent Sessions (three topics)–SGR

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3:00 PM–4:30 PM

Closing Session

SPEAKER BIOS:

Mike Mowery has been with SGR since 2011. He is experienced in leading City Council retreats, facilitating Community Engagement Meetings and is a regular presenter of SGR leadership classes. He is the creator of SGR’s Next Generation Leader training program and has helped develop and redefine SGR’s Strategic Visioning Process used in City Council retreats. He has a passion for seeing organizations thrive through the principles of Servant Leadership.

Mowery holds a D. Min. from Golden Gate Baptist Theological Seminary, a M. Div. from Southwestern Baptist Theological Seminary and a B.A. from Baylor University. Mowery began his career in ministry and has lead churches with memberships from 50 to more than 3,000 in developing leaders through coaching, mentoring and training.

Kristin Navarro serves as Director of Recruitment for SGR, assisting recruiters with each step of search process. Navarro is the recruiter on component searches and also serves as a facilitator for SGR live training classes. Additionally, Navarro assists the CEO with various special projects.

Navarro previously worked for the City of Fort Worth where she served as Senior Strategic Business Analyst for the City’s Finance Department. Prior to joining Fort Worth, Navarro was with the Town of Trophy Club in their Budget Office.

Kristin holds a M.P.A. in Public Administration and a B.A. in Political Science from The University of North Texas. Additionally, Navarro is a Certified Government Finance Officer and a member of Pi Alpha Alpha Honor Society.

Navarro has an adorable daughter and is a member of the PTA and enjoys volunteering at her daughter’s school on various occasions throughout the school year. Navarro is passionate about volunteering for organizations such as Compassion International and has a huge heart for Africa. Navarro is also an active member of GFOAT, UMANT and ELGL.

Scott Willingham is an experienced communicator who is accustomed to leading workshops and speaking to both large and small gatherings. Willingham has a B.A. in Finance from Baylor University, a Master’s of Divinity and Doctor of Ministry from Southwestern Baptist Theological Seminary. He has led large churches and served the Baptist General Convention of Texas as a key growth strategist.

In addition to teaching classes and leading City Council Retreats for SGR, Willingham is also a rancher and the interim pastor of First Baptist Church of Pittsburg, Texas. He draws upon his extensive background in the non-profit and private sectors to help leaders in the public sector become even more successful.

Did You Know?

In Missouri City, our residents represent various countries from around the world and speak more than 90 languages and dialects, making Missouri City one of the most culturally diverse cities in the state and the nation.



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Issue:

September
2017

Stay connected with us on Social Media [@MissouriCityTX](https://www.instagram.com/MissouriCityTX)

