



CORE Sustainability Breakfast

Organizational Change Management for Sustainability

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City of Boulder



Community Planning and Sustainability Mission Statement

The Department of Community Planning and Sustainability collaborates with the community to plan and implement the desired future of Boulder's natural and built environments by:

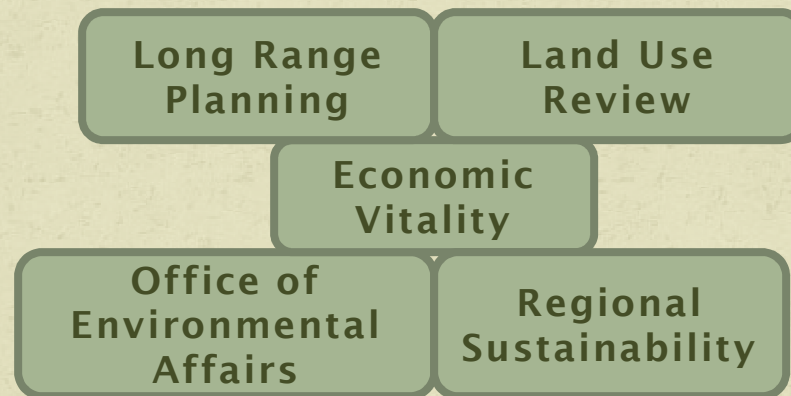
- Promoting long-term community sustainability and quality of life through comprehensive, strategic planning and the application of city policies and regulations in guiding new development and redevelopment in the city;
- Engaging with the community to promote education and action to achieve our social, economic, and environmental goals;
- Supporting others in the community and city organization to carry out their mission in service of the community; and
- Delivering excellent customer service to Boulder's residents and businesses.

Agenda

- Community Planning & Sustainability Integration
 - Paperless Memos for Planning Board
 - staffSMART CP&S Training Initiative

Community Planning and Sustainability Integration

We merged several historically distinct departments and made one group with a holistic mission and aligned priorities.



Community Planning and Sustainability Integration

Roll Out:

Employees were asked input during planning to gain buy-in

Once plan was developed details were communicated via staff meetings and all work group emails

Challenges:

A lot of resistance to change

Communication channels between groups needed development

Disparate office locations

Solutions:

Department retreats (off site, less distractions)

Planned more happy hours and morale boosting activities

Cross functional group project participation

Going “Paperless”

In August 2011, Community Planning & Sustainability decided to pilot a paperless memo process for Planning Board.

In one year, the City saved over 8 cases of paper and \$4,157.21. Also, saved numerous hours of staff time and reduced the City’s carbon footprint.



Going “Paperless”

Roll Out:

Planning Board Secretary researched average paper and dollar savings for going paperless

Presented findings to the Directors and Planning Board

E-mail messaging that City would begin piloting the program

Challenges:

Old habits die hard, staff and PB members hesitant to switch

New technology required training

Solutions:

Involved IT Department to install Adobe Pro on all staff computers and board member laptops

PB Secretary met with staff and board members to facilitate training

Communicated with each packet the paper, cost and staff time saved

staffSMART CP&S Training Initiative

Internal staff training program launched in 2011 as the staffSMART Initiative training series. Trainings include:

- Spanish (levels 1, & 2)
- Impactful Presentations
 - Powerpoint Training
- Dealing with Difficult People
 - Graphic Note Taking
 - Project Management



staffSmart CP&S Training Initiative

Roll Out:

Staff committee formed with Directors to create a training plan

Administrative Staff researched trainings to see which could be created internally

Naming contest was introduced

Program was rolled out at an all staff meeting with candy

Challenges:

Time for in-house trainers to put together sessions & teach

Resources, cannot rely 100% on internal staff trainers

Solutions:

Make the time, schedule in advance

Pool together training budgets among work group

Communicate the importance of the training with staff

General Themes / Lessons Learned

- Planning takes time, but also need time for implementation
 - Communication and messaging cannot be forgotten
 - Involve staff, change is easier when staff has input
- Create a team environment where people can work together
 - Candy and Happy Hours help!



THANK YOU!

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