

What does IESOne mean? What does it look like for Managers?

It is enterprise-wide thinking – **One Team**

- We adopt an **Enterprise Mindset** – think IESO-wide when making decisions
 - We acquire **enterprise knowledge** – seek opportunities to learn about other business units, how they function and the challenges they face
 - We **collaborate** – seek and welcome opportunities for cross-business unit collaboration
- We are **Empowered** – effective decision-making is delegated to the right levels in the organization
- We are **Open and Interested** – a mindset that allows for listening, understanding and idea generation
- We value **Diversity and Inclusiveness** – promotion of an open, accessible, equitable and respectful workplace
- We seek opportunities to **Improve our Effectiveness** – take ownership of required change
- We offer **Excellent Internal & External Customer Service**
 - We **ask** what the client needs
 - We **understand and anticipate** needs
 - We **seek feedback** on whether the need was met
 - We **follow through** on commitments
 - We **engage** others in the organization to assist
 - We **respond** in a timely manner
 - We **show appreciation**

Initiatives to Support IESOne:

1. Development of IESOne brand or mark
2. Development of a business process improvement approach
3. Development of framework for role clarity, accountability and decision making
4. Provide leadership training for desired competencies – how to manage people, living an enterprise mindset etc.
5. Expand senior leadership presence and outreach, including Town Halls, videos, coffee chats
6. Development of a recognition program