

What Does IESOne Mean? What does it look like for Managers?

It is:

Enterprise-wide enterprise-wide thinking – One Team

- We Adopt an **Enterprise Mindset** – I think IESO-wide outside of silos when making decisions
 - We Acquire **Enterprise Knowledge** – Seek opportunities to learn the challenges of each about other business units, how they function and the challenges they face.
 - We **Support Collaboration** – Seek and welcome opportunities for cross-business unit collaboration
- We are **Empowered Others** – a mindset that allows for enablement of idea generation and effective decision-making is delegated to at 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 continue to **Improve our Effectiveness** – by taking meaningful ownership of required the change required.
- We Develop a mindset of 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**

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Initiatives to Support IESOne:

1. Development of IESOne brand or mark
1. Development of a Business Process Improvement Team approach led by Nicholas Ingman will be focused on:
- highlight the first set of initiatives (quick wins)

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○ Develop Suggestion Box – “We will be capturing your suggestions for improvements through the HUB. Please send your suggestions for improvement to xxxx where we will gather and prioritize based on xxxx and xxx.”

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1.3. Development of framework for Role Clarity and Accountability and decision making Framework

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2. Provide Conducting Effective Meetings

4. Management leadership Training for desired competencies – how to manage people, living an enterprise mindset etc.

3. Expand

5. Executive senior leadership presence and Outreach, including Town Halls, Videos, Coffee Chats

6. Development of a recognition program

4.