

BEFORE THE BOARD OF COUNTY COMMISSIONERS
FOR MULTNOMAH COUNTY OREGON

In the Matter of the County's)
RESULTS Campaign Fall Conference) P R O C L A M A T I O N
94-162

WHEREAS, the County has launched a High Performance Government initiative known as RESULTS, which stands for "Reaching Excellent Service Using Leadership and Team Strategies;; and

WHEREAS, the Board of County Commissioners endorses a transformation of the County to a strong customer focus that values innovation, new forms of leadership, effective team work at all levels in the organization and an improved working environment for all employees in order to achieve County Benchmarks and restore public confidence in government; and

WHEREAS, the Board of County Commissioners approved in the fiscal year 1994-95 budget process a recommendation by the RESULTS Steering Committee for a three part proposal: 1) to conduct a Fall Conference for employees, managers, union representatives and citizens to learn the County's vision for RESULTS and the tools of quality (Exhibit A), 2) to establish a grant fund to motivate and strengthen innovative team work, and 3) to publish a newsletter for ongoing involvement and support of all employees; and

WHEREAS, the Board of County Commissioners will demonstrate their own commitment and leadership in RESULTS by attending the RESULTS Fall Conference and endorsing the principles of a high performance government.

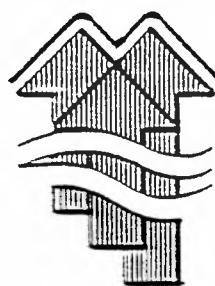
NOW, THEREFORE, IT IS PROCLAIMED, that the Board of County Commissioners supports the RESULTS September 14, 1994 Fall Conference and further calls upon all County employees and stakeholders to join together in support of RESULTS in order to achieve County Benchmarks to deliver the highest quality services to the public and to improve the working environment for all employees.

APPROVED this 8th day of September, 1994.

MULTNOMAH COUNTY, OREGON

By Beverly Stein
Beverly Stein
Multnomah County Chair





Multnomah County

RESULTS

Reaching • Excellent • Service • Using • Leadership & Team • Strategies

RESULTS CONFERENCE

AGENDA

September 14, 1994

8:00am		Registration: Coffee and Danish
8:30am	Beverly Stein	Welcome, and Introduction to the RESULTS Campaign: "Transforming Multnomah County: Why We Must Do It Now"
9:00am	Barry Crock	Introduction to Continuous Quality Improvement (CQI)
9:45am	All	Break
10:00am		CONCURRENT WORKSHOPS, SESSION 1
	Jim Munz	A. The Plan/Do/Check/Act Cycle
	Larry Wharton	B. Forming an Empowered Work Team
	Jackie Babicky	C. How to Use CQI Charting Tools
	José Campos	D. Customer Service Surveys
	Gary Moore	E. Role of Management and Labor in a Quality-Oriented Environment
	Judy Clarke	F. Conflict Resolution Strategies
11:15am		CONCURRENT WORKSHOPS, SESSION 2
12:30pm	All	Lunch
1:30pm	Barbara Willer	"How to Develop Your High-Performance Work Team with a Multnomah County Training Grant."
2:00pm		CONCURRENT WORKSHOPS, SESSION 3
3:15pm	All	Break
3:30pm	Beverly Stein and Workshop Trainers	Panel and Open Mike Discussion: "What we've learned, and what still baffles us" — here's your chance to grill the "experts."
4:30pm	Beverly Stein	Closing and Workshop Evaluation.
4:45pm	All	Adjournment

Chair of the Board • District 1 Commissioner • District 2 Commissioner • District 3 Commissioner • District 4 Commissioner
 Beverly Stein Dan Saitzman Gary Hansen Tanya Collier Sharon Keiley