

Notification of News Release

June 9, 2009

For Further Information Contact

Ellen Hall
(513) 792-8358
ehall@ci.montgomery.oh.us

FOR IMMEDIATE RELEASE

Innovative Workplace Mentality Improves Services to Citizens – Hale to the Right Brain!

(*MONTGOMERY, Ohio*) – When looking at the evolution of work in our society, three distinct phases are recognizable between the 1800s up through present day. The crafts phase occurred in the 1800s and was characterized by craftsmen, like a shoemaker, who had to be the boss, craftsman, and salesman. In the 1900s, the nation moved into the industrial age where a laborer was valued only for his back, not his brain, followed by a performance-based workplace where strategic thinking along side tactical and operational plans defined the work model. Performance-based work was left brained, analytical and task-driven. Employers had come to recognize the value of their employee’s brains but only encouraged them to use half of it.

Today, a greater number of employers are encouraging employees to bring their right brain (the creative side) to work, and this acceptance of conceptual work is proving to be a tangible benefit for the City of Montgomery.

Since 2001, the City of Montgomery has embraced the concept of a High Performance Organization (HPO). A HPO provides simultaneous delivery of quality, customer value, and financial performance, and continually seeks improvement using one of their best assets, their employees’ brains. Because HPO’s encourage teamwork, empowerment, and creativity, employees have buy-in and ownership of an organization’s mission and values because they had input in creating them.

To see the City’s high performance and right brain at work, take a look at the de-icing road salt shortage last winter. There was a fixed and insufficient amount of road salt available to the City, and it was going to cost more to acquire the amount needed to keep the city’s roads clear of snow and ice. How was the City to maintain levels of service that were acceptable and expected when rock salt prices went from approximately \$46 per ton to approximately \$125 per ton? Enter the right brain.

When the answer could have been, “Just buy more salt,” a team of front line employees (the guys who actually de-ice the roads and plow snow) was formed to look at the problem. The solution required creativity, excellent interdepartmental communication skills, an innovative communications plan for residents (Code Red), and implementation. The final result provided a more efficient way to de-ice and plow roads, maintained an excellent level of service to Montgomery residents and saved the City money.

MORE

The nation has come a long way from the industrial mentality of brawn over brains, and the City of Montgomery is leading the way in this new innovation. On June 7, the City held a nationwide audio-conference through the International City/County Management Association to demonstrate the value of a High Performance Organization and to encourage more right brained thinking of employees.

#