



Running a Successful Office

Balancing Office Administration and Elections

Melissa Blazier, Chief Deputy - Collier County

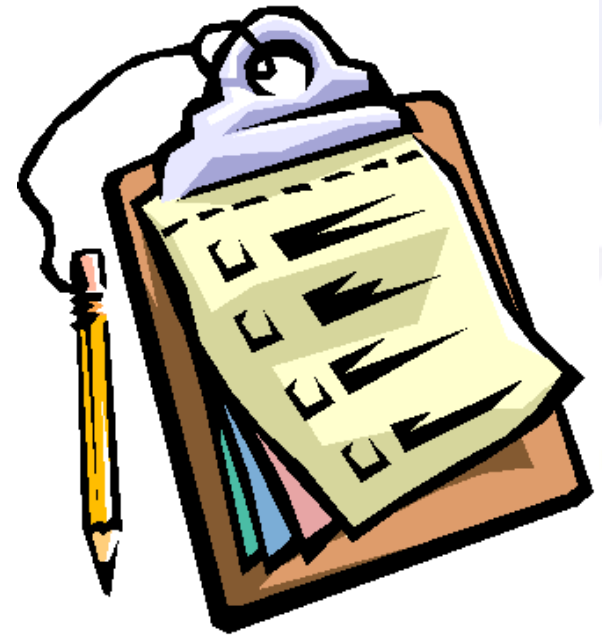
Robin Conte, Assistant SOE - Clay County

Karen Graham, Chief Deputy - Brevard County

Balancing Office Administration and Elections

This morning's agenda:

- Welcome and Introductions
- Part 1 – The Balancing Act
- Part 2 – Time to Share



Objectives

Part I: To share tools and techniques to help you and your staff face the challenge of balancing your daily workload with the sudden influx of added duties due to election preparation.

Part II: Share Best Practices and ideas for 2016.

Part 1 – The Balancing Act

Discussion Topics will include:

- Organization;
- Utilization of Calendars, Checklists & Game Plans;
- Communication;
- Employee Motivation & Incentives.



Organization

So how do you keep it all together when your everyday routine gets compounded with all the additional duties required to put on an election?

It all starts with good Organization!

Organization is essential to not only prepare for an election, but ensuring a successful one!

Organization is Key!

- Good Organization Includes:
 - Utilization of Calendars, Checklists, Game Plans
 - Requires thorough communication
- Good Organization Fosters:
 - Positive Morale Public Confidence
 - Office Efficiency Professionalism
 - Office Safety

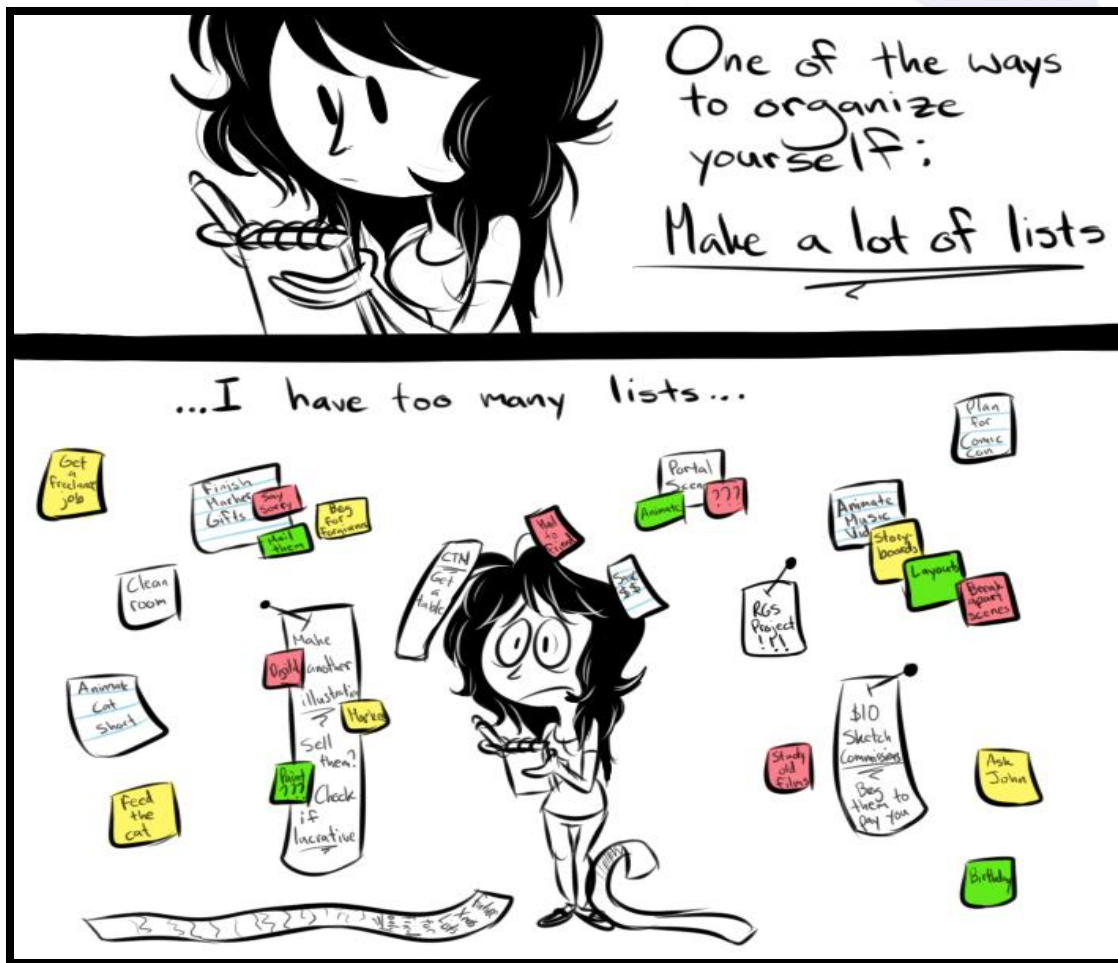
Calendars, Checklists, Game Plans

- Calendars
 - Identify key dates/deadlines;
 - Identify dependent task(s) (and its deadline);
 - Utilize tools: reminders, alerts, categories, widgets ;
 - Create Spreadsheet timelines to calculate start dates for tasks.



Calendars, Checklists, Game Plans

- Checklists
 - Determine appropriate level of detail- too much detail loses effectiveness, not enough results in failure.



Calendars, Checklists, Game Plans

- Game Plans
 - Have Team discussions to understand specific event objectives, assign specific duties, identify vulnerabilities and discuss backup plans.



Thorough Communication

When everything is moving so fast and things are constantly changing, it's imperative that your office has an effective means of communication established.



Effective Communication

Effective Communication Requires:

- Timely Delivery
- Relevant Subject Matter
- Knowing what type of communication works best



Communication Techniques

- ALL communication: HIT THE HEADLINE FIRST. Direct.
- Attitude: check the ego and be open to other opinions and perspectives.
- Ask open ended questions: they clarify and prevent any misinterpretation.
- No bull: Give it to 'em straight.
- Don't be a naysayer: "Have you had a situation where that strategy worked?"

Determine Type of Communication

- Who do you need to communicate with:
 - External vs. Internal
 - Office vs. department vs. individual staff member
- Communication Purpose
 - Convey information
 - Create documentation (paper trail)
- Communication Options
 - Face to Face Phone Email Social Networking
 - Mobile Messaging IM Solutions

When Organization Isn't Enough

So you are running a highly organized office;
extremely efficient with great communication
...but it seems as though your staff is running on empty...



Employee Motivation & Incentives

Employees want to be recognized, feel like they're part of the team, and that they add value to the organization!

- Get Your Employees Involved
 - Latest research shows the trend in motivating employees is discovering what is unique about each person and capitalizing on it. Let them shine!

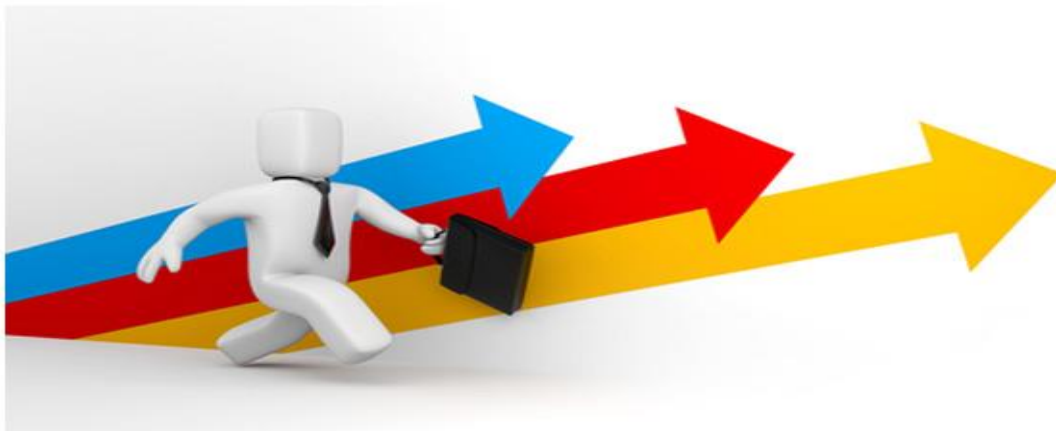
Don't Worry, Be Happy

- Recognition as an Incentive:
 - Recognition methods that start with “I”
 - Interesting work
 - Information
 - Involvement
 - Independence
 - Increased Visibility
- Design a Motivating Work Environment:
 - Job rotation: switch staff between different tasks to reduce monotony
 - Job enlargement: staff are given more tasks to do of similar difficulty
 - Job enrichment: staff are given more challenging tasks



Employee Motivation & Incentives

- Keep Your Employees Engaged, Productive, & Invested
- Employee Motivations & Incentives
 - Employee Luncheons
 - Service Award Certificates
 - Newsletter & Social Media Recognition



Part I Wrap- Up

Comments, Questions & Answers



Let's take a break and be back in 10 minutes!

Part 2 – Time to Share

Time to share:

- Best practices,
- 2016 Game Plan – Open Discussion.

