




# Managing and Maintaining High Functioning Departments



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## The List...

1. How do you define high functioning department?
2. What do directors and staff need from the manager to remain high functioning?
3. What are symptoms of a low functioning department?
4. How much leadership should come from the department as opposed to the manager, commissioners, or councils?
5. How do these dynamics work in communities with limited staff resources and departments?
6. Should departments work together and how is that best accomplished?



# 1. How do you define high functioning department?

- A. Meeting goals and objectives and happy staff
- B. Working in collaborative fashion on a common, well- defined mission
- C. Attending to detail in and accounting for organization work
- D. Respect for department is high in other parts of organization
- E. Delivers positive outcomes from a position of steady leadership




## 2. What do directors and staff need from the manager to remain high functioning?

- A. Empowered and confident by manager's support
- B. Provided effective leadership that keeps organizational priorities coordinated and in focus
- C. Given effective feedback on status within organization
- D. Enables director to lead



### 3. What are symptoms of a low functioning department?

- A. Inability to make decisions
- B. Untimely results and missed or ignored deadlines
- C. Failed goals and objectives
- D. Unease among staff
- E. Inconsistent results and lack of coordination among departments
- F. Lack of trust in the organization and managers




4. How much leadership should come from the department as opposed to the manager, commissioners, or councils?

- A. Leadership is part of organizational culture.
- B. Leadership enables ideas to freely flow within department
- C. Leadership centered in department with clear management and policy direction
- D. Leadership works within mission and values of organization



5. How do these dynamics work in communities with limited staff resources and departments?

- A. Facilitates easier communication
- B. Obscures responsibility for programs and projects
- C. Increases importance that elected leaders provide clear guidance on scope of authority
- D. Ensure expectations match resources



6. Should departments work together and how is this best accomplished?

- A. Promote effective interdepartmental communication to strengthen organizational operations
- B. Facilitate culture of respect
- C. Engage issues proactively
- D. Encourage interdepartmental collaboration
- E. Provide clear direction, policies, regulations, and plans
- F. Establish a positive department and organizational tone
- G. Bolster a customer service business model





## Questions & Discussion

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Thank You