

*Strategic Planning*  
*Preparing for the Future*  
The City of Boynton Beach



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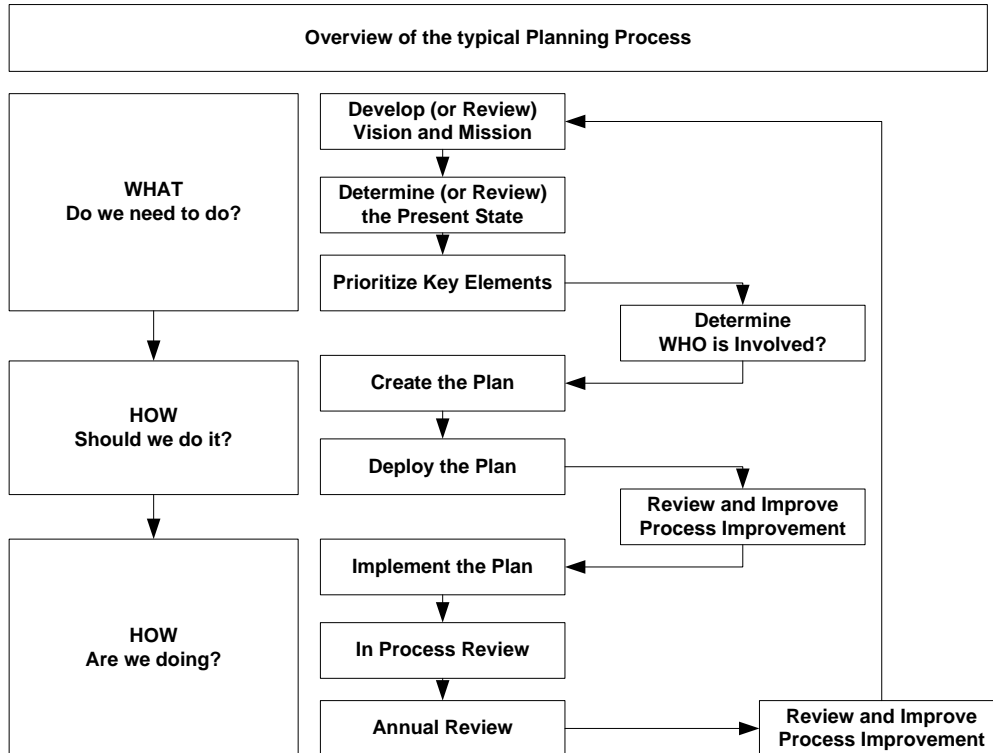
By Trainnovations®  
P.O. Box 7654, Jupiter, Florida 33468

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## EXECUTIVE SUMMARY

In today's environment, if you are standing still, you are falling behind! Strategic planning is an organization's process of defining its strategy, or direction, making decisions on resource allocation and prioritizing to achieve the vision. An organization, to be effective, defines their strategic objectives, the most important goals for them, and the timetable for achieving them.

The systematic approach to strategic planning for local governments ensures the organization's ability to address current needs and have the agility to prepare for successfully for the future. This includes definition of the vision, safeguarding funding levels, and ensuring capacity to achieve the goals for both near term (1 year) and future term (5 years).



The success of the strategy depends on accountability for:

- Elected officials, senior leader's, and staff support
- Active participation and authentic dialog
- Funds to support the selected and agreed upon priorities
- Proper deployment and implementation

## CONTRACTING AND BUDGET

Traininnovations contracts with all local governments through the FAU John Scott Daily Institute of Government (and not contract directly with any local government).

Fee: \$16,927.00 The City of Boynton Beach will only be billed for hours used on a monthly basis.

Fees include all conversations, discussions, meetings, materials, and activities and the FAU administrative fee. These fees do not include venue fee or food and beverage.

## AVAILABILITY

We will make every effort to schedule and coordinate calendars as needed to ensure an on time delivery.

## FY 2018 Strategic Planning Phases and Steps City of Boynton Beach

### January - February - Current State Analysis

- Kick off meeting with management team
- Adjust format for reporting progress and prioritization process
- Analyze FY17 strategic plan progress
- Report the current state
- Develop draft strategic objective opportunities

### April - Commissioner Engagement

- Commission report for interview preparation
- Commission interviews to obtain input
- Commission report out including input from interviews
- Refine strategic objectives and develop list of possible initiatives

### May - Strategic initiative prioritization for FY18

- Commission workshop
- Discussion of each initiative opportunities in each strategic objective
- Prioritization to develop initiatives that the elected body will collaboratively support and fund
- Finalize 12-15 strategic initiatives

### July - Definitions and Intentions

- Staff workshop to develop initial definitions and intentions
- Commission workshop to confirm and refine definitions and intentions

### August - Budget and Funding Decisions

### September - Action Plans (who does what by when)

## TRAINNOVATIONS METHODOLOGY

The hallmark of our methodology is to build capability through action learning –Facilitate, Demonstrate, Practice and Evaluate. All work will be delivered using an approach that builds understanding through action.

- *Facilitating* through coaching using a process management model framework
- *Demonstrating* through leading by example and walking the process from end to end
- *Practicing* through role playing where participants gain hands on experience
- *Evaluating* through a continuous improvement cycle that ensures the process meets specific outcome requirements and participants gain a strong level of understanding

## TRAINNOVATIONS CORE VALUES

Trainnovations consultants live and embrace these core values by enthusiastically advancing the **STAIRway to Excellence**.

- **S**ystems focus – We believe an organization's overall performance requires systematic approaches, deployment, learning and integration. Linkage and alignment refer to the depth and breadth of processes, actions and results.
- **T**eam and personal learning – We are committed to continuous improvement and learning which is practiced daily. We focus on being the example and sharing the knowledge. This results in more satisfied consultants and cross functional capability.
- **A**gility – We believe in the capacity to rapidly change and be flexible in the complex work environment.
- **I**nnovation – We believe making meaningful changes that positively impact the results of the work product. Our consultants present innovative solutions and build a case for innovation.
- **R**esponsiveness – We are sensitive to external and internal customer needs. We recognize that customer and employee driven excellence is a strategic concept. This demands awareness and openness of key success factors.

Trainnovations' **mission** is to guide organizations moving from *Better to Brilliant* by changing culture and implementing performance excellence. We assist in building capability and capacity and sustainability in an organization.

Our clients include: The Cities of Fort Lauderdale and West Palm Beach, The Town of Jupiter, Village of Tequesta, City of Coral Springs, City of Miami Beach, Village of Islamorada, Broward County, Palm Beach County, FDOT District 4.

References available upon request.

## TRAINNOVATIONS FACILITATORS

**Trina Pulliam, Founder**, has 23 years of experience in consulting, training, and business development. Trina is a graduate of the University of Florida, an 11th year Florida Lead Examiner and is a Senior Examiner for the National Baldrige Performance Excellence Board having completed her 6th term, a post appointed by the US Secretary of Commerce. Her clients describe her as fun, flexible, friendly, and focused! Several projects are worth noting: the development of a 9 month manager training program for Burger King, implementing a new strategic planning process that merges with line item budgeting and priority based budgeting for the Town of Jupiter, and a time/task project identifying gaps in efficiencies for the City of WPB Parks Department. She has completed strategic planning with several municipalities. Her most recent accomplishment is consulting on process improvement projects that yielded the client \$4.9 million dollars in annual productivity savings.

**Myra Quinn**, M.Ed., MPEC, has an extensive background in training and development, business, and human resources, having spent over 20 years in the banking and counseling industries. She has a Masters Degree in Counseling Psychology from Florida Atlantic University and is a Master Personal and Executive Coach. She is passionate about organizational development and continuous improvement and served as an Examiner on the Florida Governor's Sterling Award Team. She has been a Traininnovations facilitator for 13 years and is the Training Director. She is certified in multiple assessments, including the Myers-Briggs type Indicator (MBTI) and Appreciative Inquiry. Her "action-oriented" coaching style makes sure clients stay true to their "being" in life. At the same time, she helps clients create the structures they need to achieve the business results they want.

**Melinda Miller**, MS, is the former IS Director for the Town of Jupiter, retired after 25 years. She served as the Interim Assistant Town Manager twice during her employment there. Melinda earned her Chief Information Officer from Florida State University. She started and managed several initiatives from strategic planning, town-wide fiber optics, and EOC data to implementing several enterprise systems. She is an adjunct professor at Palm Beach State College and serves as senior analyst, municipal expert, and facilitator for Traininnovations.