



North Dallas Chamber of Commerce
Annual Human Resources Conference
May 1, 2018



My Mission:
To assist the Town of Addison in providing an environment that promotes high performance, customer service, accountability, integrity, involvement, and diversity.





Mayor Joe Chow, City Council and
City Manager Wes Pierson



The Addison Business Community

Just a small sample of companies that maintain a headquarter or regional office in Addison:



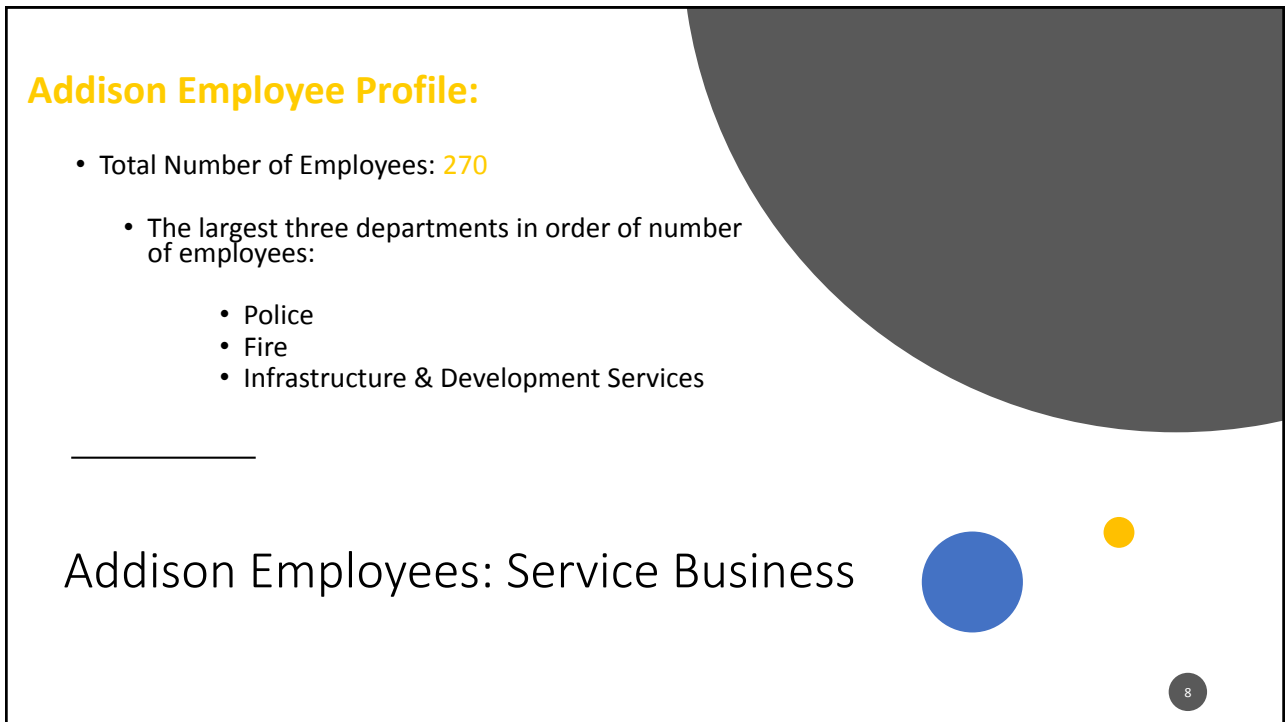
ZURICH



The Addison Restaurant Community

With 180 restaurants ranging from Asian, Italian, Mediterranean, French, and more, Addison is a true destination for culinary delights.



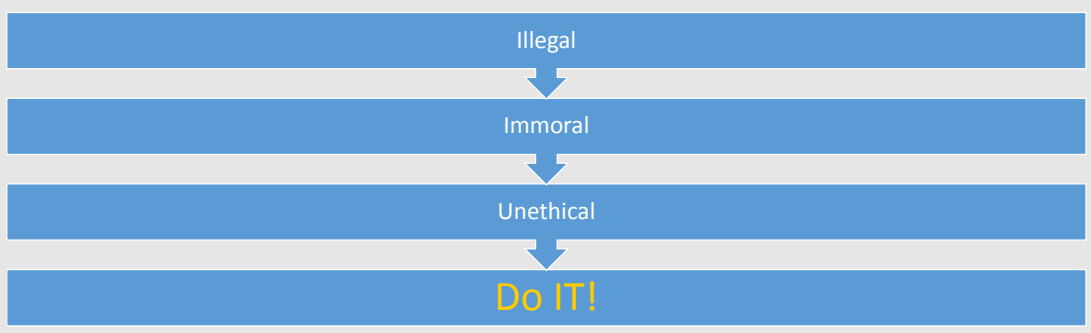


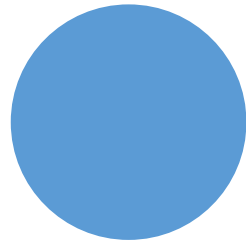
The Addison Way of Service

- 1**
It is a philosophy that serves as the cornerstone of our service delivery model to our stakeholders; both internal and external
- 2**
Finding a way to say “yes” to service requests rather than responding that we cannot do something
- 3**
Addison staff searches out all options to try and meet expectations during each customer service interaction



As Long As It Is Not...





Bad Behavior: Well, where was HR?

Prime Time
News:

HR Makes The
News Cycle

- Service
- Precision
- Performance
- Passion
- Present
- Protect

Our Role as HR Leaders



Service:

serv·ice
noun:



1.
the action of helping or doing
work for someone.

- Hallmark of Public Sector Work
- Commitment
- Sense of Responsibility
- Recruit and Retain for it!

Precision:

pre·ci·sion
noun:



1.
the quality, condition, or fact of
being exact and accurate.



- Exact
- Detail Oriented
- Sets Organization Apart



Performance:

per·for·mance
noun



1. the action or process of carrying out or accomplishing an action, task, or function.

- Excellence
- Tools for Success
- Train for IT!



Passion:

pas·sion
noun



1. strong liking or desire for or devotion to some activity, object, or concept.

- Do You and Your Team Reflect It?
- Front Door to Organization
- Driving Force
- What Does Success Look Like?



Present:

pres·ent
noun



1.
the period of time occurring now.



- Engagement
- 'Ear to the Ground'
- Available, Open, Now



Protect:

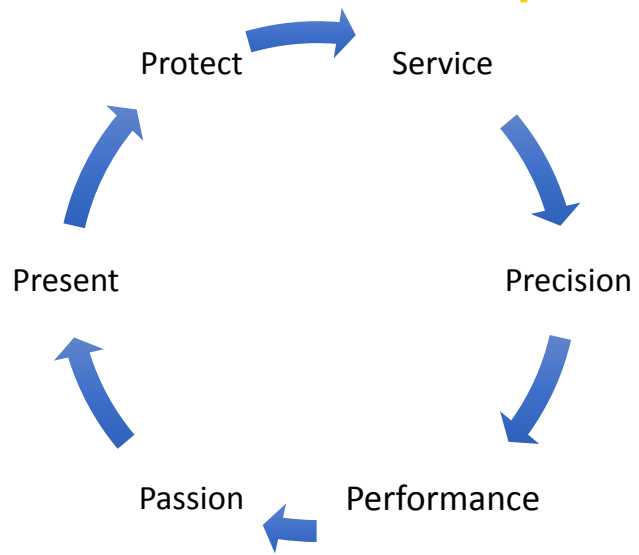
pro·tect
verb



1.
keep safe from harm or injury.

- Employees and the Organization

Our Role as HR Leaders: People Business



- Service
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- Performance
- Passion
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- Protect

Thank You HR Leaders!

