Strategic Plan 2021 Staff/Team Meeting Guide
Part 1: Talking about our Values

The development of a new FM strategic plan started with an FM-wide organizational assessment. We reviewed our previous mission, vision, and values and reviewed our capabilities and performance goals and how they served the university’s overarching mission. We also asked FM employees, networks, customers and stakeholders about how our work connects to and serves our campus community.

To draft a new strategic plan, we used a collaborative and values-driven process that had participation from all positions, titles and tenures from each unit. This included 10 members of the senior leadership team, 20 members on the Staff Advisory Committee, and 211 staff who contributed by participating in our strategic plan survey. These numbers represent 30% of FM.

To ensure this plan becomes reality, Facilities Management will begin to live our values, engage staff in the implementation of our strategic priorities, take action in ways that support our entire team, and measure and celebrate our success. Each year, we will critically reflect on this plan and make updates, adapt to changing needs and create new goals. Our strategic plan can and will guide us to achieve our vision “to be a collaborative, innovative and inclusive partner that delivers exceptional service to the UMD community.”

STAFF MEETINGS WITH YOUR TEAM
While staff meetings are an important time to get project or status updates from each other, use your time together to review the new FM mission, vision and values. Employees often feel that they know what their coworkers are working on. To encourage meeting engagement, creativity and new ideas, encourage conversation about how your team’s work connects to the bigger picture. Post the mission, vision and values in a variety of locations throughout your team’s space so that each team member can see it (both virtually or in-person).

Staff Meeting Best Practices:

- Select one section below to share at your next staff meeting. Leave the rest for another staff meeting.
- Ask one of your team members to lead the discussion. This shares meeting responsibility, engages others in planning and develops skills.
- Don’t ask your team to memorize the mission, vision or values – rather talk about how these connect to their work.
- At your meeting, ask one question from one section:
MISSION
The mission is a short explanation of the reason FM exists as well as its purpose and aspirations.

Our Mission
We create and care for the physical environment that enables University of Maryland students, faculty, and staff to achieve excellence

1. Talking about our Mission:
   • What is our team/what are you working on right now that supports our mission? Ask 3-4 team members to share their recent breakthroughs, exciting progress they’ve made, and key highlights worth celebrating.
   • What is the most significant word in the mission to us/you? What about that word is most significant? How does our work serve FM’s mission (or the word you selected)?
   • What is one thing our team does that your wish your customers/stakeholders/others knew about you? What makes you unique? What service, skill or knowledge do you have or provide that is unique to your team?

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VISION

A vision statement should be inspirational and describe what we hope FM will look like in the future.

**Our Vision**

*To be a collaborative, innovative and inclusive partner that delivers exceptional service to the UMD community*

2. **Talking about our Vision:**

   - What is our team’s number one focus/project/goal right now? How does that roll up into FM’s vision?
   - What are our competing priorities or challenges right now, based on budget, time, staffing, resources? How can reviewing our vision help us select the best next step?
   - Think about appreciation or recognition we have received recently. What part of the vision were we living out? What best practices can be shared, expanded or started from your success?

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VALUES

Values are fundamental beliefs that drive our behavior and are needed to fully achieve our mission and vision. Our Five values are:

**Service Excellence:** *We consistently deliver excellent client experiences*
**Collaboration:** *We work together with open communication*
**Inclusion:** *We seek and incorporate diverse backgrounds and perspectives*
**Empowerment:** *We trust and rely on each other to take responsibility*
**Continuous Improvement:** *We always strive for better*

3. **Talking about our Values:**
   - Select 1 value to talk about and ask: What does this value mean to you in your own words? Share an example of when you live this value in your work?
   - If you could be recognized for one value, what would it be? Why?
   - What is the most important value to you and your team? Discuss it and talk about why. What does your team do to live this value?
   - What value does your team struggle with? Why? What can you do, as a team, to practice/improve on this value?
   - Think about a time when you were appreciated or recognized. What value were you practicing at that time? How can you repeat that in a different part of your work?

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