



Team DOAS All Staff Meeting A Home Run!

Confused looks and curious smiles met the DOAS Executive Leadership Team as all staff—state employees and contractors—gathered in the 15th floor conference room for staff meeting on September 5, 2008. Rowed tables and chairs with self-serve refreshments were replaced with auditorium-style seating and baseball-uniform-clad executives who greeted and dispensed Cracker Jack to employees. Adding to the day's excitement was the roaring of the classic sports tune, John C. Fogerty's "Centerfield," (i.e., "Put me in coach, I'm ready to play, today..."). No, this was not your "run of the mill" meeting; DOAS staff was in for a motivational treat.

Strategic planning was the topic and baseball the theme as Commissioner Brad Douglas laid out his "Game Plan for Strategic Excellence for Fiscal Years 2009-2011." Praises and encouragement highlighted the special all-hands address as the Commissioner outlined his strategic plan for DOAS to be "the model of operational efficiency and effectiveness" and "the government employer of choice," among other goals. Brad presented his high priority divisional strategies, which included a 10% increase in statewide contracts for State Purchasing. His tone was optimistic, despite today's volatile economic climate. Perhaps the many DOAS achievements cited during his speech fueled his enthusiasm, namely the agency's substantial leaps in customer satisfaction ratings since his leadership began in 2005, and the stellar progress of Team Georgia Marketplace, which he was proud to mention was "on-time and under budget—a good position to be in for our January rollout..."

In fact, his encouragement continued, even in discussing upcoming State-imposed government cuts and their anticipated impact on DOAS work teams and operations. He insisted that "while challenges can effect teamwork progress [i.e., forming, storming, norming, performing], the best teams take risks and play on each other's strengths to achieve goals." An underlying message rang throughout his address, that in addition to being an agency team, "Team DOAS" was part of a much larger team, providing superior business solutions and guidance for the State of Georgia. Appropriately, there seems to be support of this belief throughout State government.

Top-down government support for DOAS was touted by the Commissioner, and exemplified throughout his speech. Chief Operating Officer Jim Lientz showed his support through submission of a virtual speech in which he commended the Commissioner's efforts in rallying "Team DOAS" around the State of Georgia mission to become the "best managed government in the nation." Moreover, Governor Sonny Perdue, who was unable to speak at the meeting due to another commitment, showed support for DOAS in the most unexpected manner. In support of the Commissioner's willingness to go to great lengths to motivate DOAS, the Governor signed a dozen



baseballs to be given in recognition of superior achievement by DOAS MVPs (“Most Valued Players”). The first two rounds of awards went to Linda Stevens (July MVP) and Bob Bender (August MVP), both from Human Resources/Administration; nominations will be taken to determine awardees for the remaining 10 months.

The afternoon was brought to a close with a special giveaway session in which 8 bags of goodies were raffled off, along with a contribution by Commissioner Brad Douglas, who showed his dedication to the team by offering “the shirt of his back”—his Atlanta Braves jersey and hat—as a special grand prize. Overall it was an informational, yet morale-boosting afternoon, suggestive of exciting DOAS achievements to come. Final minutes of the staff meeting entailed the viewing of a baseball-themed video montage on DOAS and a bellowing “Go, Team!” from executive leadership.

■