

REMARKABLE TIP SHEETS



SOLUTIONS FOR GOVERNMENT AGENCIES & SPECIAL DISTRICTS

These **REMARKABLE MUNICIPAL SOLUTIONS** are designed specifically for Government Agencies, Municipalities, & Special Districts so they can be amazing at creating Thriving Communities.

This topic makes for great Staff Trainings and as an Educational Session at your annual Conference. Plus, we can assist you with: *Graphic Design, Staff Mentoring, Interim Leadership, Agency Check-Ups, Board Training & Strategic Planning.*¹

RECREATION PROFESSIONAL

BUSTING SILOS IN REC

BE A SILO-BUSTER!

On Farms, Silos are used to store grain, and keep it dry. So, Silos are good...

But in an organization, Silos are a big problem, & something to be avoided. Silos thrive when communication lacks.



This Tip Sheet shows you how to identify Silos & more importantly, what to do about it. Follow these tips, so you too can be an amazing "Silo-Buster". If you would like have some help getting started, or even if you need someone to come alongside and assist you with the process, we are available to come work with your team.

¹ *Let us handle it. We can help you Thrive!*

CONTACT MARK¹

928-278-8035

mark@remarkablerecreation
solutions.com

REMARKABLE
RECREATION SOLUTIONS



THE GOOD, THE BAD, THE UGLY (UNDERSTANDING SILOS)

SOLUTION 1



THE GOOD - - It *CAN* be beneficial for teams to work closely together to solve problems (even natural). Sometimes outside collaborators can create "*too many cooks in the kitchen*" and negatively impacts team function & slows project momentum.

THE BAD - - Not all silos are deliberate. Usually, they start with a lack of strategic planning. Unfortunately, Silos take root in poorly managed companies, where knowledge transfer stalls.

THE UGLY - - Most often, Silos lead to problems: Duplicate Work, Dept Misalignment, Communication Problems, Loss of Agency Vision, Duplicate Expenditures, & Loss of Revenue.

ASSESS YOUR AGENCY¹ (IDENTIFYING SILOS)

SOLUTION 2



Silos can be identified. If your Agency has: Inter-Department Conflicts, Negative Customer Experiences, & Inconsistent Communication, you are dealing with Silos. Here are six types:

DEPARTMENTAL SILOS - - Each Segment of Org has own tools, processes, & language *AND* won't share this info w/outside.

CHANNEL SILOS - - Private Communication Channels for a few.

GEOGRAPHICAL SILOS - - Region vs Region / In-Office vs Out.

RANK SILOS - - Mgmt Teams keep info from other employees.

TENURE SILOS - - "*Been Here's*" keep info from "*New Here's*"

SCHEDULING SILOS - - Folks working at different times of day

APPLICATION TO PARKS & REC: It is very common for Parks and Recreation Agencies to have Departmental & Geographical Silos (see below), but be watchful for the other types as well.

RECREATION VS MAINTENANCE: These two groups very often spend their days in separate locations with separate cultures. Park Maintenance crews want to keep people **OFF THE GRASS**, to keep it healthy. Recreation crews want to put people **ON THE GRASS**, to make use of the park. It seems like these two groups have opposite goals, but really they have the same goal: "*We want healthy facilities that are well utilized by the community*". It is "no good" to have amazing facilities with no people. It is "no good" to have a lot of people at an unsafe facility. We must work together and strive for understanding.

AQUATICS VS MAIN OFFICE: This happens when the pool is located across town from the Main Office, especially when the pool managers have "*been here*" longer than the current Agency Leadership. The separation can lead to silos, but we recognize that we do indeed have the same goal in mind: "*We want healthy facilities that are well utilized by the community*".

Now that you have identified Silos; Let's Bust 'em (See Right):

ESTABLISH A COMMON VISION (PURSUING SHARED GOALS)

SOLUTION 3



There is likely a Mission/Vision statement already established. First step: Check-In with all staff, ensuring they support the goal. Done correctly, this can result in some vital conversations.

TAKE A WALK IN THEIR SHOES¹ (UNDERSTANDING ONE ANOTHER)

SOLUTION 4



Spend the time to learn how each other contributes to the goal. Below are some ideas to try.

WALK IN THEIR SHOES - - (1) This can be done In Pairs, where one staff from one silo, spends the day "*Shadowing*" a staff from the other silo. Be ready to share, Be ready to learn, Ask "show me" questions. Then switch places. After, give a "*report back*". (2) This can also be a Group Exercise. We can help with this.¹

DAY IN THE LIFE VIDEO - - This is an activity where one crew works to film the other crew busy at their jobs (*Perhaps enlist a videographer to help*). After tons of footage, the crew chooses what goes into final product... Sprinkle in some testimonials, and Add background music, & the result is a product that you can share publicly to highlight all the good things that crew is doing.

THE PERSPECTIVE PORTAL - - The trap = Believing that how you see a situation, is the "*only possible*" way to see it. Doing "*what makes sense*", requires knowing "*what makes sense*" for others involved. We can help you engage your staff with this exercise.¹

CREATE LINES OF COMMUNICATION (TALKING TO ONE ANOTHER)

SOLUTION 5



MEET REGULARLY - - Silos thrive when communication lacks. Regularly get both staff groups together. Better when done at a park or at the pool, instead of around a conference table.

DO "THINGS" TOGETHER - - Be "*side-by-side*" for Activities (*Non Work*), so staff can form connections they otherwise wouldn't.

SHARED REPORTING - - For information vital to both crews, they must be receiving the same information, at the same time.

WALKING MEETINGS - - Agency Leader schedules a 30-Min walk (park, downtown) with each staff, once/month. All topics "*on the table*" = 1:1 communication. Outside the box Idea = Leader of one silo has 1:1 meetings with each staff from the other silo.

PUT A VALUE ON TEAMWORK¹ (TRUSTING ONE ANOTHER)

SOLUTION 6



"*Values Exercise*" = Team identifies how they will work together.

VALUE = FOLLOW THROUGH: Do what you committed to do.

VALUE = ALACRITY: Be willing to help, quickly & with quality.

VALUE = TENACITY: Persevere when things get hard.

VALUE = SUPPORT: Notice others on the team; Be encouraging.

REMARKABLE RECREATION SOLUTIONS.COM
Get the "Recreation Professional Boot Camp" - - Designed for New Recreation Professionals