Ethics, Organization, and Personnel Committee

360 Department Head Feedback & Board Evaluation

Item 6e

March 11, 2024

Item #6e
360 Department Head Feedback & Board Evaluation

Subject
360 Department Head Feedback & Board Evaluation

Purpose
Discuss the Department Head 360 Evaluation process

360 Department Head Feedback Process (Phase I)

360 Feedback Contributors

- Assistant General Managers
- Group Managers
- All Direct Reports
- 2 – 3 Peers Provided by Department Heads
- Other Department Heads

360 Feedback Collection Strategy

- Online portal-based questionnaire (all)
- 1-on-1 interviews (up to 6 randomly-selected participants from the contributor group)

360 Department Head Feedback Timeline (Phase I)

Apr.	Links to feedback portal sent to contributors	One-on-one interviews with contributors begin
May	Feedback and interviews completed	
Jun.	Quantum debriefs Department Heads on summary of contributor feedback	

Board Evaluation Process (Phase 2)

1. Board receives summary of 360 feedback themes
2. Department Heads present goals and development plans to Board
3. Board conducts final evaluations of Department Heads and finalizes compensation

Board Evaluation Timeline (Phase 2)

Jun.	Quantum presents contributor feedback summary to Board	Dept. Heads present goal and development plan to Board	Board receives link to final online evaluation
Jul.	Final evaluations completed by Board		
Aug.	Quantum assists Board with final evaluation debriefs with the Department Heads (closed session)	Board determines Department Head compensation (open session)	

Next Steps

Next steps

- Approval of Proposed Phases & Timeline
- Approval of Sub-Committee to Determine Final Questions based on Competencies

Board:

Phase I Proposed Competencies

Strategic Leadership

- Prepares the organization for future challenges and issues
- Projects positive image of MWD in the public and stakeholder communities

Team Collaboration

- Works effectively with others
- Takes action to improve MWD operations

Effectiveness in Reaching Goals

- Ensures stakeholders are informed and manages priorities
- Demonstrates strategic ability to identify and complete goals on time and within budget

Board:

Phase 2 Proposed Competencies

Board Relationships

- Fosters an effective working relationship with the Board
- Remains open to constructive feedback
- Communicates effectively at Board meetings

Stakeholder Engagement

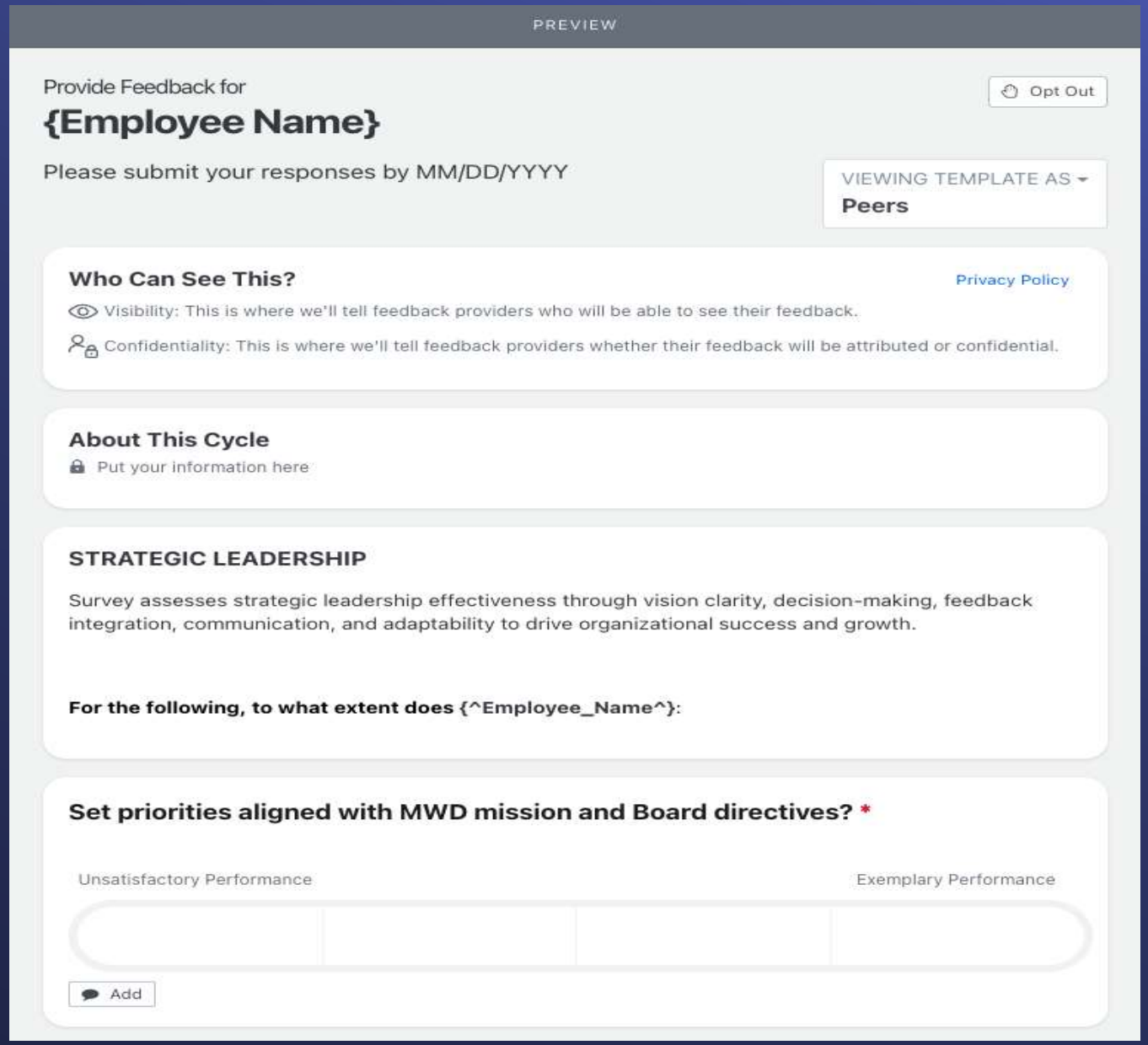
- Keeps stakeholders informed of conditions affecting the organization
- Makes themselves readily available to stakeholders

Next Steps

Next steps

- Approval of Proposed Phases & Timeline
- Approval of Sub-Committee to Determine Final Questions based on Competencies

360 Feedback Portal



Who is Quantum?

Quantum Workplace

- An HR technology provider that equips companies with cutting edge talent solutions
- Has pioneered employee engagement and performance management software for nearly 20 years
- Worked with thousands of organizations to drive employee, team, and business success

THE METROPOLITAN WATER DISTRICT OF
SOUTHERN CALIFORNIA
1928