



## THE LEADERSHIP INITIATIVE

### FALL 2025/WINTER 2026 MANAGEMENT ROUNDTABLE SERIES

Our Leadership Roundtable series is an ongoing professional development initiative designed to support and connect middle managers across the organization. Through guided discussions, practical tools, and peer exchange, this cohort-based program empowers managers to grow their leadership capacity and strengthen team performance.

Each session explores timely leadership topics—such as employee engagement, retention strategies, and team development—while anchoring the conversation in the five pillars of Exemplary Leadership. Participants are encouraged to attend each session to build momentum, deepen connections, and apply insights over time.

By investing in our leaders, we're fostering a stronger, more collaborative workplace—one that values learning, innovation, and service.

FALL REGISTRATION NOW OPEN: Middle Managers can now register for the fall/winter series. [Click HERE](#) to learn more. Registration closes on August 6th.

### LEADERSHIP INITIATIVE PROJECT TEAM SPOTLIGHT: The Customer Service Initiative (CSI) Team Launches Updated Customer Service Toolkit

At Mendocino County, we believe that every employee has a role in providing excellent customer service—no matter their department. Guided by a “no wrong door” philosophy, we strive to ensure that every resident receives help, even if they reach the wrong office. Rather than redirecting people without support, we aim to connect them to the right place with care and respect, reinforcing our commitment to accessibility and service.

To support this vision, our Leadership Initiative's Customer Service Project Team created a Customer Service Toolkit—a practical, easy-to-use resource developed by staff for staff. It includes written guides and a training video designed to build skills like active listening, clear communication, and problem-solving across departments. Contributors from numerous departments across the county continually collaborate to ensure the toolkit reflects real needs and shared solutions.

The toolkit helps employees respond with empathy and consistency, no matter who they serve or how they interact. Whether someone calls, emails, or walks in the door, our goal is to make them feel heard and helped. Through this effort, we're building a culture of service where every employee is empowered to make a positive impact—and where, truly, there is no wrong door.

To view the current online Customer Service toolkit, [click HERE](#).

*Leadership at all levels - Leadership with heart*

VISIT US ONLINE AT

[www.mendocinocounty.gov/leadershipinitiative](http://www.mendocinocounty.gov/leadershipinitiative)



## THE LEADERSHIP INITIATIVE

### INTRODUCING LEADERSHIP VOICE: Employee Feedback in Action

Mendocino County is proud to introduce Leadership VOICE—Valuing Open Input, Communication & Experience—a new internal tool designed to gather insight, ideas, and feedback directly from County employees. Rooted in our High Performing Organization (HPO) philosophy, this initiative reflects our ongoing commitment to learning, improving, and growing stronger as a public agency.

Leadership VOICE gives employees across all departments a space to share what they’re seeing on the ground—whether it’s a small process improvement, a long-term idea, or a concern that deserves thoughtful attention. Online submissions can be made anonymously and are reviewed regularly by the Leadership Initiative team.

This effort is one more way the County is investing in a culture of continuous improvement—where every employee’s perspective is valued, and where innovation is encouraged at every level. By listening more deeply to those closest to the work, we’re tapping into the strengths of our workforce to better serve our community.

Mendocino County remains committed to transparency, collaboration, and thoughtful leadership. Leadership VOICE is just one example of how we’re creating space for meaningful dialogue and positive change.

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### Leadership VOICE

County of Mendocino Employees: Welcome to Leadership VOICE! Valuing Open Input, Communication & Experience

COUNTY EMPLOYEES: This is your space to share thoughts, observations, and bold ideas to help us grow stronger together. In the spirit of our High Performing Organization (HPO) leadership approach, we believe the best solutions often come from those closest to the action—you.

Whether it's a quick improvement, a long-term idea, or a concern that needs attention, your voice matters. Submissions can be anonymous, and your insights will be reviewed by the Leadership Initiative team regularly.

Thank you for helping lead our organization forward!

\* Indicates required question

What would you like to share? \*

Your answer

What area does this relate to? \*  
(This helps us understand context while keeping your identity private)

- Countywide
- Leadership Initiatives
- Communication
- Team Culture & Morale
- Customer Experience
- Process Improvement
- Environmental
- Other: \_\_\_\_\_

How would you categorize your input? \*

- Suggestion
- Feedback
- Concern
- Question
- Recognition/Appreciation
- Other: \_\_\_\_\_

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