



**VILLAGE COUNCIL
AGENDA FOR SPECIAL MEETING OF DECEMBER 14, 2017
FY 2019 STRATEGIC PLANNING RETREAT
ASSEMBLY HALL
PINEHURST, NORTH CAROLINA**

**December 14 9:00 A.M.- 4:15 P.M.
December 15 9:00 A.M.- 12:00 P.M.**

1. Call to Order.
2. FY 2019 Strategic Planning Retreat
3. Adjournment.

*Vision: The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions.
Mission: Promote, enhance, and sustain the quality of life for residents, businesses, and visitors.
Values: Service, Initiative, Teamwork, and Improvement.*



**FY 2019 STRATEGIC PLANNING RETREAT
ADDITIONAL AGENDA DETAILS:**

FROM:

Natalie Hawkins

DATE OF MEMO:

12/8/2017

MEMO DETAILS:

Each year, the Village Council holds a strategic planning retreat in December. This year's retreat will once again be facilitated by Dr. Deb Manzo from N.C. State University. A detailed agenda for the retreat is attached.

ATTACHMENTS:

Description

-  FY 2019 Strategic Planning Retreat Agenda

FY 2019 Strategic Planning Retreat
Assembly Hall
December 14-15, 2017



Day One, December 14th (9:00 am – 4:15 pm)

9:00 - 9:20	Welcome/Introductions ▪ Retreat Objectives ▪ Review VOP Strategic Planning Process/Timeline
9:20 – 9:30	Review Strategy Map and Performance Framework
9:30 – 10:30	Conduct External Environmental Scan ▪ Community & Societal Trends ▪ Customer Satisfaction (Residents & Businesses) ▪ Economic Trends ▪ Uncertainties & Blind Spots
10:30 – 11:30	Conduct Internal Environmental Scan ▪ Leadership & Governance Results ▪ Financial & Market Results ▪ Work & Support Systems ▪ Workforce Results ▪ Employee & Volunteer Input ▪ Gap Analysis
11:30 – 11:45	Affirm MVV, Core Competencies, and Key Partners & Collaborators
11:45 – 12:15	Lunch
12:15 – 12:45	Affirm Strategic Context and Competitive Environment & Changes
12:45 – 1:45	Conduct SOAR Analysis • Discover & agree on strengths, opportunities, aspirations, and results
1:45 – 2:30	Identify Strategic Advantages & Challenges
2:30 – 3:30	Identify Opportunities for Improvement & Innovation
3:30 – 4:00	Affirm FY 2019 BSC Goals & Strategic Objectives ▪ Map strategic advantages and challenges to strategic objectives ▪ Amend FY 2019 BSC goals/strategic objectives
4:00 – 4:15	Wrap Up: Day 1 ▪ Affirm Key Decisions Made ▪ Identify Next Steps ▪ Evaluate SP Retreat – Day 1

**FY 2019 Strategic Planning Retreat
Assembly Hall
December 14-15, 2017**



Day Two, December 15th (9:00 am – 12:00 pm)

9:00 – 9:15	Review Day 1: ▪ Review Key Decisions Made
9:15 – 10:30	FY 2019-2023 Action Planning ▪ Initiative Action Plans (IAPs) ▪ Department Projects ▪ BIRDIEs and ACEs
10:30 – 10:45	Identify Future Core Competencies and Work Systems Needed
10:45 – 11:15	Discuss Performance Framework
11:45 – 12:00	Wrap Up: Day 2 ▪ Affirm Key Decisions Made ▪ Identify Next Steps ▪ Evaluate SP Retreat – Day 2

* Times are approximate and include breaks.