



**FY 2017 Strategic Planning Retreat – Assembly Hall
December 3 and 4, 2015**

Day One, December 3rd

1:00 p.m. – 1:10 p.m.	Introduction ▪ Welcome ▪ Review VOP Strategic Planning Process	Jeff S., Natalie, Deb, All
1:10 p.m. – 1:30 p.m.	MVV ▪ Review & affirm Mission, Vision, and Values and Core Competencies	Deb, All
1:30 p.m. – 2:00 p.m.	External Environmental Scan ▪ Demographics ▪ Legal & Regulatory ▪ Industry Innovations – Emerging Trends ▪ Workforce composition ▪ Economic environment	John, Natalie
2:00 p.m. – 3:00 p.m.	Review Key Data ▪ Leadership & governance results ▪ Results by BSC perspective	Natalie, John, and Angie
3:00 p.m. – 3:30 p.m.	SWOT Analysis ▪ Discover & agree on strengths, weaknesses, opportunities, and threats	Deb, All
3:30 p.m. – 4:00 p.m.	Strategic Advantages & Challenges ▪ Identify and refine KEY strategic advantages and challenges ▪ Indicate priorities of strategic challenges	Deb, All
4:00 p.m. – 5:00 p.m.	Review Proposed FY 2017 BSC and KPIs ▪ Review and affirm goals, strategic objectives, and KPIs for each BSC perspective ▪ Map strategic challenges to strategic objectives ▪ Review Council overnight assignment: Identify KPIs where Council would like to see improvement in performance levels (i.e. areas of focus)	Jeff S., Natalie, All

Day Two, December 4th

8:30 a.m. – 8:45 a.m.	Review of the prior day	Deb, All
8:45 a.m. – 9:45 a.m.	Review and discuss Council priorities for KPI performance improvement (i.e. areas of focus)	Deb, Natalie, All
9:45 a.m. – 10:45 p.m.	Discuss process for evaluating unfunded capital requirements ▪ Review Community Survey results for capital improvements that residents feel are most important ▪ Discuss Alternative Revenue Study	Jeff S., John F., All
10:45 p.m. – 12:00 p.m.	Action Planning ▪ Generate ST/LT ideas for how to improve performance levels for the areas of focus (i.e. IAPs)	Deb, All
12:00 p.m. 1:00 p.m.	Lunch	All
1:00 p.m. – 2:45 p.m.	Action Planning (Continued) ▪ Generate ST/LT ideas for how to improve performance levels for the areas of focus (i.e. IAPs) ▪ Discuss criteria for prioritizing IAPs ▪ Identify any training/education needed for IAPs ▪ Identify <i>future core competencies needed</i> ▪ Discuss process for adding or amending IAPs mid year	Deb, All
2:45 p.m. – 3:00 p.m.	Wrap up and Next Steps ▪ Evaluate SP Retreat	Deb, Jeff S., All

* Times are approximate and include breaks.



VALUES

Competent
Courteous
Professional
Responsive

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.



History, Charm, & Southern Hospitality.

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

Competent

Courteous

Professional

Responsive