



**OKANAGAN LABOUR  
RELATIONS COUNCIL**

# Strategic Plan

July 1, 2020 – June 30, 2023

## Mission

### What we do

Providing trusted, efficient labour relations solutions that enhance the working and learning cultures of member organizations.

## Vision

### Where are we going

We will be the preferred provider of strategic labour relations services in support of the organizations we serve.

## Values

### What we believe in and how we behave

**Quality** – provide reliable, effective and enduring advice

**Integrity** – act with honesty and sensitivity without compromising the truth

**Objective** – use evidence-based decision making and thoughtfully manage emotion

**Collaboration** – build relationships and work together to create sustainable solutions and shared success

**Competence** – keep learning and develop others to increase individual and organizational capacity

**Respect** – treat others in a courteous and professional manner regardless of position or behavior

### Goal Area: *Financial*

**Strategic Goal:** Maintain a financially sustainable organization.

**Strategic Objectives:**

1. The budget process is accurate and ensures that annual revenue matches operating expenses. Surplus is used to fund approved special projects or one-time expenses.
2. Appropriate levels of financial controls are in place.
3. A clear process is in place to periodically review and update OLRC staff employment contracts.

### Goal Area: *Customer*

**Strategic Goal:** Retain customer base and provide quality, timely and responsive customer service.

**Strategic Objectives:**

1. All member boards are familiar with the OLRC and value the services it provides for district staff.
2. District staff understand, value and utilize the OLRC services.

### Goal Area: *Internal Business Processes*

**Strategic Goal:** Enhance operational efficiency and leverage technology.

**Strategic Objectives:**

1. OLRC office equipment and technology is current and up to date.
2. Member districts have access to current and user-friendly resources.
3. Technology is available to provide alternatives to in-person meetings.

### **Goal Area:** *Employees & Learning*

**Strategic Goal:** Develop our workforce for the future and share the learning.

**Strategic Objectives:**

1. Relevant and ongoing professional development is accessed by OLRC employees to build internal capacity.
2. The OLRC provides learning and development support to grow the capacity of member district staff.

### **Goal Area:** *Governance & Policies*

**Strategic Goal:** Establish and maintain current structures to enable the delivery of service and accountability to the customer.

**Strategic Objectives:**

1. OLRC strategic plan is current and up to date.
2. The governing documents of the OLRC are current and up to date.
3. The Board of Directors regularly monitors the staff's annual operational plan in support of the strategic plan.