

## **Leadership 201 Action Learning Scenario**

### **Sustaining Support for Our Science Mission**

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#### Problem Statement:

- *How can we establish partnerships and collaboration that allow science support to be part of science planning and program implementation across the full portfolio rather than seeing science support personnel as a roadblock or to be called in to “fix” a problem?*

#### Issues and Challenges:

- Our Bureau’s priorities are ever changing, but our focus will always (and should always) be on our science mission.
- There is sometimes a disconnect between the value of our science work and the perceived value of science support work.
- We want to create a partnership between science employees and science support employees so that our entire workforce is engaged and empowered during our decade of innovation leading up to the Bureau’s sesquicentennial.
  - We envision scientists helping science support employees and vice versa to achieve our mission.
  - We want to increase collaboration between scientists and science support employees focused on achieving the USGS mission.
- We want to ensure that science support employees are engaged in the future and new directions that the USGS science mission may be taking.
- We want our scientists to value our support organizations and view them as critical partners in being able to achieve the science mission; working hand-in-hand to solve problems engenders better customer service, just through personal relationships.
- We want our science support employees to see the valuable contributions they make in advancing the science mission and to understand how that mission and their contributions benefit our Nation.

#### Background Materials/Resources:

- Although the background materials presented below are from the Office of Administration (OA), we want suggestions that apply to the entire organization, including all science support offices.
- OA’s business model

- The business model was deployed to give OA employees a common foundation and a workable understanding of what it will take to support the science mission into the next decade and beyond.
  - The mission focuses on its people, resources, and processes. A balance of those three major items will lead to an efficient and effective organization that fosters an environment for success.
- OA's recently updated mission and vision statements:
  - **MISSION STATEMENT:** Provide dynamic and reliable support services to facilitate and enhance USGS science.
  - **VISION STATEMENT:** To be the model support services organization that provides the foundation for our next generation of science.

### Expectations

- Utilize examples within students' own programs where they have either witnessed the benefit of a united workforce or the negative impacts of a divided workforce.
- Discuss bureau-wide forums or tools to further the conversation and feedback loop between science and science support.
- Provide suggestions on how best to engage the science support organization in the innovation exercises, mapping out the future of the USGS.
  - Please include suggestions for offices to implement outside of the Office of Administration
- Summarize plans students will take back to their own centers that will foster partnerships between the two workforces, and engender innovation at all levels.
- Generate actionable suggestions managers from ELT members to Science Center Directors can take to unite the science and science support workforce.