



Case Study: Town of Canmore

Client The Town of Canmore is a progressive Alberta municipality that leads in municipal sustainability, and encourages employees to help achieve excellence.

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Challenge Following a change in leadership, the Town of Canmore undertook an internal review of its organization-wide processes. It was evident that the Human Resources (HR) service area was being underutilized as a strategic partner.

“It seemed that customers weren’t really anxious or aggressively pursuing the HR services as they could have been. I wanted an unbiased opinion to come in to research what was happening and identify how we could take better advantage of our HR services,” explains Town of Canmore Chief Administrative Officer, Don Kochan, M.Eng. P.Eng.

Solution Workplace Matters interviewed stakeholders and reviewed the HR service area’s structure and workplace practices. Workplace Matters identified gaps in existing HR service delivery and made recommendations to close gaps and improve the service areas’ effectiveness.

Outcome Workplace Matters provided the Town of Canmore with a comprehensive report which outlined priorities for the HR service area to improve value for its customers. As a result of acting on the recommendations, the Town of Canmore has:

- A better understanding of what customers need from the HR service area and what customers could expect from HR.
- Developed action plans to address gaps in human resource practices and communicated plans to internal customers.
- Changed its HR service area delivery model to strengthen relationships and build partnerships with customers.

“Workplace Matters was a very good fit. They understood what we were aiming to achieve, defined a process to obtain needed information, and communicated with others in a way that put them at ease,” says Kochan. *“We knew there were issues, now we had good ideas on how to address them. The organization is beginning to understand the true value that HR can provide. A lot of progress has been made in how HR is working with the different areas. They are going out into the areas much more aggressively and working one-on-one with their customers.”*