

National Managers' Community

Strategic and Operational Plan | 2018-2019



The National Managers' Community (NMC) is an active, horizontal community of managers and aspiring managers that spans from coast to coast to coast. It ensures a strong voice for managers in the public service and uses modern tools and partnerships to leverage and magnify influence and impact.

The National Managers' Community (NMC) serves as the voice of the 40,000 federal managers who deliver thousands of government programs and services, oversee human resources management, and report to senior management on value to Canadians.

The NMC is supported by a Deputy Minister Champion, regional champions, regional networks, departmental champions, senior leaders and key stakeholders.

The NMC continually works to serve managers by identifying the key themes, fundamental skills and practical tools needed to deliver on the Government of Canada's priorities while supporting public service renewal. The NMC shares the voices of managers with senior leaders and in return, shares the key priorities identified by senior officials back to the manager community. Senior leaders and key stakeholders support the manager communities through partnerships, committees, events, and digital platforms.

The National Managers' Community Secretariat is led by an Executive Director and a small administrative team. The regions are supported by six regional managers with the mandate to serve managers and key stakeholders across Canada.



Highlights for 2018-2019



Report on the Pulse Check Survey conducted in March 2018, which was designed to gather insight into the relationships between managers and senior leaders within the departments and agencies.

Results from the Pulse Check survey will be shared with the managers' and senior management communities and will inform armchair discussions between managers and EXs at all levels across the country.

Deliver a Managers' Exchange series in each of the six regions - Atlantic, Quebec, the National Capital, Ontario, Prairies and Pacific. These one-day events will be held in partnership with the Canada School of Public Service and offer a full day of networking and learning.

Deliver regional Manager Learning Days after the Exchanges to managers not able to attend the Exchange due to location or timing.

Creation of a Managers' Hub using GCTools that will provide a single window for managers to access relevant and timely information to undertake their roles.

Serve as point-of-contact for all issues related to managers, continue the important work of developing partnerships, serving as a knowledge broker within the Government of Canada, fostering regional manager communities and furthering NMC online tools and communities. The NMC serves as conduit for managers to provide input to senior leaders on the Government of Canada's priorities and in return, the NMC shares the priorities of senior leaders with the manager community.

Engage members of the NMC advisory boards and regional steering committees by seeking advice and highlighting relevant and timely information related to NMC activities and government priorities as well as a providing a forum to share best practices.



Vision: The NMC is a vibrant, influential and well connected community that inspires managers and gives them a voice.

Mission: The NMC aims to support the pursuit of service excellence by managers in the public service.

Action: The NMC is a key horizontal network that connects managers with peers, Senior Leaders and useful resources and tools to enable them to achieve their objectives. The NMC acts as a facilitator proactively collaborating with central agencies and other partners in support of public service wide priorities.

NMC Strategic Objectives



Voice: Promote the needs and interests of managers to senior leaders, acting as a vehicle for two-way communication.

- Take the pulse of managers via national surveys, focus groups, intelligence gathered from regional and national opportunities, committees and key stakeholders.
- Role of NMC DM Champion to serve as the link between senior leaders and managers, supporting and communicating the voices of both communities.
- Regional Steering Committees and Regional Champions act as advocates and identify gaps and trends unique to their regional realities

Connect and Collaborate: Work with key partners to provide avenues for managers to connect with their peers and engage with senior leaders.

- Develop and support relationships with key stakeholders such as departments, central agencies, Regional Federal Councils, functional and horizontal networks and communities of interest.
- Lead committees with the mandate to support the NMC's strategic objectives such as the ADM Advisory Board, the Managers Advisory Board, Regional Advisory Board and Regional Steering Committees.

Outreach and Engagement: Function as a central hub for facilitating dialogue, acting as a knowledge broker, exchanging information and sharing best practices, while growing NMC's network.

- Deliver strategic events that brings managers and stakeholders together to exchange information, network and engage in timely dialogue.
- Collaborate with the Canada School of Public Service to support relevant and timely learning opportunities to managers.
- Foster virtual engagement and whole-of-government connections through the use of digital options such as GCTools and targeted social media platforms within the manager communities and key stakeholders.

Renewal: (Operational Objective): Increase awareness and the impact of the NMC across Canada and ensure its sustainability and relevance.

- Commitment to Results Tools and Framework, to measure results and performance.
- Submit Annual Report to the Clerk of the Privy Council and other key stakeholders.

NMC Governance Structure



NMC Operational Plan

April 1 2018 - March 31 2019



Strategic Objective	Initiative / Resource	Leads	Timelines
Voice	Pulse Check Survey Pulse Check Survey Analysis	NCR Regional Manager NCR Regional Manager Micro-Mission	March/April April– June
Voice	Communication of Pulse Check Findings	Executive Director Communications Advisor Managers	May—March 31
Voice	Regional Focus Groups	NCR and Regional Managers	
Voice	Manager Advisory Board	NCR Secretariat Regional Managers to attend	Once per quarter
Voice	Regional Advisory Board	NCR Secretariat Regional Managers to attend	Once per quarter
Connect and Collaborate	NMC DM Champion	Executive Director	
Connect and Collaborate	ADM Advisory Board	DM Champion Executive Director	Once per quarter
Connect and Collaborate	Regional Federal Councils	Executive Director Regional Managers	As per Regional Council
Connect and Collaborate	Regional Champions	Regional Managers	As determined

NMC Operational Plan

April 1 2018 - March 31 2019



Strategic Objective	Initiative / Resource	Leads	Timelines
Connect and Collaborate	Partnership: Canada School of Public Service	All	Q1, Q2, Q3, Q4
Connect and Collaborate	Partnership: Central Agencies	Executive Director Regional Managers	Q1, Q2, Q3, Q4
Connect and Collaborate	Partnership: Functional / Horizontal Communities	Executive Director Regional Managers	Q1, Q2, Q3, Q4
Outreach and Engagement	Networking and Speed Networking	Regional Managers	Once per quarter
Outreach and Engagement	Strategic Communications Plan	Communications Advisor	Q1, Q2, Q3, Q4
Outreach and Engagement	Kiosks	NCR and Regional Managers	As required
Outreach and Engagement	Knowledge Broker Opportunities	All	Q1, Q2, Q3, Q4
Outreach and Engagement	National (MailChimp) emails	Communications Advisor National Manager	As required

NMC Operational Plan

April 1 2018 - March 31 2019



Strategic Objective	Initiative / Resource	Leads	Timelines
Outreach and Engagement	Provide relevant information using digital channels such as GCTools and social media	All Communications Advisor	Q1, Q2, Q3, Q4
Outreach and Engagement	Create a Manager's Hub	Executive Director Designated Lead	Q2 and Q3
Renewal	Update and Present Strategic Operational Plan	Executive Director Designated Lead	Q1
Renewal	NMC Annual Report to the Clerk	Executive Director Designated Lead	Q3 or Q4
Renewal	Results Framework / Reporting Tool	Regional Managers Managers Advisory Board	Q1, Q2, Q3, Q4
Renewal	NMC Annual Profiles	Communications Advisor Regional Managers	Q3 or Q4

NMC Events



Managers' Exchanges	All Regional Managers	Q1, Q2, Q3, Q4
Manager Learnings Days	Regional Managers	Q2 and Q3
Armchair Discussions	Executive Director Designated Lead	Q1
Partnerships with PSC, FYN, FED, RFCs, PCO, TBS, ect.	Executive Director Designated Lead	Q3 or Q4
Coaching and Tools of Engagement and Leadership	Regional Managers	Q1, Q2, Q3, Q4
BP2020 Innovation Fair	Communications Advisor Regional Managers	Q3 or Q4
NPSW Messages: DM Message Recognition Corner Top Ten List for Managers	Executive Director Communications Advisor Ontario Regional Manager Atlantic Regional Manager	June 10-16
Workshops and Other Initiatives Identified by the Regions	Regional Managers and Regional Steering Committees	Q1, Q2, Q3, Q4