



# Enterprising People

An Enterprise Program Newsletter -  
Supporting communications between Enterprisers  
and our partners



Issue 49  
April 2012

## **Enterprise Program Update**

**From Bill Helin, Director, Enterprise Program**

Each time I sit down to write this column I re-read the last few issues of our newsletter. In doing so, I am further reminded of the important work you are doing on behalf of your clients – both inside and outside the agency. I know you have heard me say this before and by now I hope you don't think it is beginning to sound trite. I was blown away the first time I realized the Enterprise Program has, and continues, to contribute to all seven agency strategic objectives. Major kudos to all.

In prior columns you've read about the risk assessment commissioned by Lenise Lago, our Deputy Chief. I believe I mentioned this was being done by a team outside of the Enterprise Program, two current and two retired Forest Service staff. As I understand it, their report has been completed and will now be delivered to the Deputy Chief's Office. I do not yet know the contents of the report. I do know the Deputy Chief's Office plans to discuss the report with the Enterprise Program Leadership Council (EPLC). The Enterprise Program ended last fiscal year in quite good shape financially and I believe we have strong support from the Deputy Chief's Office. As such, I continue to feel the recommendations from this assessment will only further the program's ability to remain solid and a crucial source of high quality services, helping the agency complete its mission critical work.

Another effort the Enterprise Unit Partnership (EUP), the EPLC, and the Enterprise Program Office undertook over the last two months was something we call "Enterprise Program Strategic Opportunities". This effort was lead by Carol Richmond, an agency staff member, and an article about the process is in this newsletter. As part of the process, Carol also interviewed a number of key members of the agency's leadership, including Lenise Lago.

Carol summarized her findings with the EUP early this month and I will soon brief the Deputy Chief's Office. I believe this work, along with prior work we have done will also help the program be in a better position in the coming years.

*(Continued from previous column)*

The last thing I will mention is not a new point but an important one. Each and every one of us is the best advertisement for the Enterprise Program, not just each Enterprise Unit. Prior client surveys have indicated ways for the program to make improvements, data I know the EUs have taken and utilized. We will soon conduct another program-wide survey, which will complement the surveys many EUs conduct regularly, and I am certain it will help us further refine how we best deliver our services. In the meantime, I not only continue to applaud you in the work you are doing but would also ask you to take that extra little time and talk with the clients with whom you interact and, whenever possible, try out a little cross marketing for your fellow Enterprise Units.

## **Enterprise Program Strategic Opportunities**

**Contributed by Carol Richmond, Ph.D., National Leadership Program Manager, Employee Development Planning and Programs**

In January and February of 2012, I worked with the Enterprise Program Executive Officers (XO's), Enterprise Program Office (EPO) staff, the Enterprise Program Leadership Council (EPLC), and agency stakeholders using Appreciative Inquiry. Appreciative Inquiry (AI) is about inquiring and discovering best possible solutions and building on those solutions by embracing topics which energize and empower.

The goal of using AI was to help identify what made the Enterprise Program successful during change by identifying the best in the Enterprise organization – whether that is certain individuals, units, or even situations. The best solutions were used to plan a course of action for the future. I held two working sessions, one with the XO's and EPO staff and one with the XO's, EPO, EPLC and stakeholders. I then analyzed the results. In addition to AI, I utilized the Flame Model, which the Enterprise Program had used previously in Leadership Development Sessions facilitated by Dialogos. I also based my analysis on work done previously that resulted in the Enterprise Program Framework document.

From this inquiry, I completed a report captured in PowerPoint - "[Enterprise Program Strategic Opportunities](#)" - which identified future propositions. Focusing on these areas could help to build on the Enterprise Framework, help focus on the highest value opportunities and challenges, and assist the Enterprise Program to build on strategic opportunities for the future.

### **Appreciative Inquiry**

**"If you want to change your world, you must change your way of asking questions. It could be the moment you do so, a totally different world will take shape around you."**

## **Safety Engagement Sessions**

Contributed by Tamara Holcomb, Enterprise Program Analyst

The Forest Service Safety Engagement Sessions are winding down. On the national level, most permanent employees have now participated in an important dialogue about building on safety as a core value and improving safety outcomes. These employee engagement sessions were just one step in the Safety Journey. Plans are underway for continuing this valuable dialogue in 2012.

In addition, the National Leadership Council and Executive Leadership Team identified two strategic safety investments for 2012:

- The first priority is improving the quality of communication systems. This includes enhanced technology and a more standard check-in/check-out protocol.
- The second priority is continued engagement and training, as well as a safety component for new employees, seasonal, seasonal workforce, volunteers, cooperators, and contractors.

*ACT2 Enterprise Unit is analyzing a Plan of Operations for mining of a placer gold claim in the Siskiyou Mountains, Rogue River-Siskiyou National Forest.*

*Right: Mine site secondary settling pond.*

*Below, right: Mine site main settling pond and suction dredge.*



## **Gold Mining in the Siskiyou Mountains**

Contributed by Shelly Dyke, ACT2 Enterprise Unit

Exploitation of valuable minerals in the Siskiyou Mountains has been a human enterprise since the earliest days of Euro-American settlement in The Oregon Territory. The chance for people of ordinary means to find gold excited fantasies for quick riches and lured thousands of people to many wild and unexplored areas of the western frontier. The discoveries and settlements in pursuit of mineral wealth contributed much, for better and for worse, to the development, economy, landscape character and heritage of the West, including southwestern Oregon.

The staff of ACT2 Enterprise Unit is assisting the Wild Rivers Ranger District, Rogue River-Siskiyou National Forest with analyzing a Plan of Operations for mining of a placer gold claim in the Siskiyou Mountains. Gold mining in this area is an emotionally charged issue on both sides, and approving Plans of Operations that are feasible for the miner while protecting the surface resources that the Forest Service is responsible for, is a delicate balancing act.

ACT2 Enterprise Unit has embraced the challenge, and is leading the preparation of a supplemental environmental impact statement (SEIS) and assisting the Wild Rivers Ranger District to:

- Analyze the miner's Plan of Operations for impacts to surface resources
- Develop and analyze alternate ways for the miner to operate so that surface resource protection will be maximized
- Ensure NEPA and Forest Service regulations are followed
- Discuss and disclose how conditions have changed due to unauthorized mining operations since the original analysis was done
- Ensure that required consultation with other agencies is complete
- Manage the comment and content analysis process
- Bring the project to conclusion with a final SEIS, Record of Decision, and approved Plan of Operation

For further information or inquiries into ACT2 services, contact Executive Officer Fran Smith at 530-925-4913 or Executive Officer SanDee Attebery at 530-925-2883.

### **From the Editor**

Enterprising People is a quarterly publication focusing on Enterprise teams and their partners. Both Enterprisers and partners are encouraged to share topics and ideas or join our electronic mailing list by contacting editor Kristi Bray at [kabray@fs.fed.us](mailto:kabray@fs.fed.us). **If you're interested in contributing to the next issue, please send your submissions by May 25, 2012.**

## **Sustainable Recreation Framework**

**Contributed by Timory Peele, Recreation Solutions**

Recreation Solutions has embraced the guiding principle of the [Forest Service's Framework for Sustainable Recreation](#) emphasizing community engagement as an essential part of the Forest Service recreation program. Partnering with the Pacific Southwest Region and California State University – Chico, we have completed several Corridor Management Plans (CMP) built on a series of public workshops designed to engage diverse stakeholders in building a common vision for the local national forests and state scenic byways.

The Yuba River Scenic Byway CMP is an example of a successful cooperative effort between the Tahoe National Forest, Sierra County Board of Supervisors, Sierra Chamber of Commerce, local business and residents. The finished document defines opportunities for sustaining the economy and quality of life of the rural communities along the byway using the recreation and tourism assets of the scenic byway corridor and the Tahoe National Forest.

The Palms to Pines Scenic Byway CMP effort consists of many stakeholders including the San Bernardino National Forest (NF) and members of the byway communities. Recreation Solutions and CSU-Chico staff followed the same community engagement process as the Yuba River SB effort, but with very different results. Instead of defining recreation tourism opportunities for economic sustainability, the developing CMP will reflect the communities' desire for protecting and enhancing byway assets to protect the rural way of life and to provide for resident and visitor safety. This project demonstrates the different outcomes possible when communities are allowed to express their expectations and all agencies are fully engaged.

National Forest Scenic Byways are an ideal tool for the Framework's intent of connecting people with America's great outdoors. These rewarding projects demonstrate many of the Framework's focus areas to Enhance Communities, Investment in Special Places, Forge Strategic Partnerships, and to Promote Citizen Stewardship.



## **Digital Visions: Supporting Video Teleconferencing**

**Contributed by Digital Visions**

The Forest Service implemented video teleconferencing in 2007 to help reduce travel expenses while maintaining the communication vital to accomplishing its mission. The CIO, recognizing the need for user support for this technology,



*Digital Visions Enterprise Unit, in Partnership with CIO, manages the Forest Service's video teleconferencing nation-wide*

strategically sourced this work with Digital Visions Enterprise Unit.

Basically, the CIO plans the infrastructure and growth for video teleconferencing and Digital Visions runs the day-to-day operations of video teleconferencing Forest Service-wide.

With over 800 systems Nation-wide (and growing!), including a mobile video teleconferencing

unit and the ability to let non-Forest Service entities participate, we can video teleconference with just about anyone, anywhere. We currently conduct about 15 large video teleconferences on a typical day, along with countless smaller meetings where employees call each other unassisted. For all meetings, Digital Visions is right there making sure the call runs smoothly. The hours of use for video has increased 238 percent since 2008, with 2011 logging 66,688 hours of use Nation-wide.

Video teleconferencing is not just a money saver, it's also a "Green Initiative" and a good alternative to conducting a meeting during inclement weather when travel could be unsafe. As demand for and use of video teleconferencing increases, Digital Visions and CIO are committed to giving users quality service in the procurement, installation, training, and real-time helpdesk support. For more information check out the [video teleconferencing use statistics website](#) or contact Tracy Bieler ([tbieler@fs.fed.us](mailto:tbieler@fs.fed.us)) of the Digital Visions Enterprise Unit.

*Recreation Solutions provides one of three evenings engaging communities along the Palms to Pines SB as part of a series of five workshops throughout 2011.*

*Produced by*

