

# What is Your Mission?

by Mike Mitchell

You probably know your organization's mission statement. You might even have a framed copy of it hanging on your department wall or in your office. How do your decisions and your department's activities support that mission? One way to align your department activities with the organization's mission is to create a mission statement specifically for your department.

Stephen Covey writes in The 7 Habits of Highly Effective People, "An organizational mission statement—one that truly reflects the deep shared vision and values of everyone within the organization—creates a great unity and tremendous commitment. It creates in people's...minds a frame of reference, a set of criteria or guidelines, by which they will govern themselves."

## The Process of Developing a Department Mission Statement

- **Include all your staff in the writing process** - when everyone contributes and discusses ideas, then agrees with the statement, it builds camaraderie and commitment.
- **Pinpoint the major ideas of the organization's mission statement** – think beyond the words, expand your thinking to focus on the meaning and expected results of the ideas.
- **Identify the activities of your department that support those major ideas** – for instance, the Telecom department is not directly involved in healthcare but provides the network infrastructure and technology to support the medical staff and ancillary services.

## Sample Organization and Department Mission Statements

Here is a practical example of the mission statement the employees in my department developed to support our hospital's mission statement:

### Hospital Mission Statement

The mission of ...is to contribute to the well-being and the quality of life of our community by providing, in partnership with our physician practices, high-value health and wellness services for those whom we serve.

### Department Mission Statement

To provide, maintain, and operate effective telecommunications systems and services in a cost conscious manner that enables our hospital to serve our patients and community.

To provide consultation, recommendation, information, and training to anyone requiring assistance with applications or questions about systems, equipment, or operation.

## Enhance Your Career Success with Savvy Meeting Skills (continued)

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Developing a department mission statement is a great team building exercise that creates the guidelines for employee activity. After developing your mission statement, each of your employees should know exactly what is expected of them. They can independently make their own decisions and focus their activities to better support your department and organization. They will not need anyone controlling, directing, or micro-managing their assigned tasks.

This could create more time for your projects and responsibilities by having a more proactive and competent staff. You might even find your staff becoming more positive and productive.

-Mike