



*Hometown services. Hometown strengths.
Hometown solutions.*

A background image showing several wooden blocks stacked in a stepped pyramid shape. Each block has a black silhouette of a person on its top face. The blocks are light-colored wood, and the background is softly blurred.

HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT

MMUA offers expert human resources and organizational development support designed specifically for municipal utilities. Whether you're navigating complex personnel issues, building a stronger team, or streamlining internal processes, we're here to help.

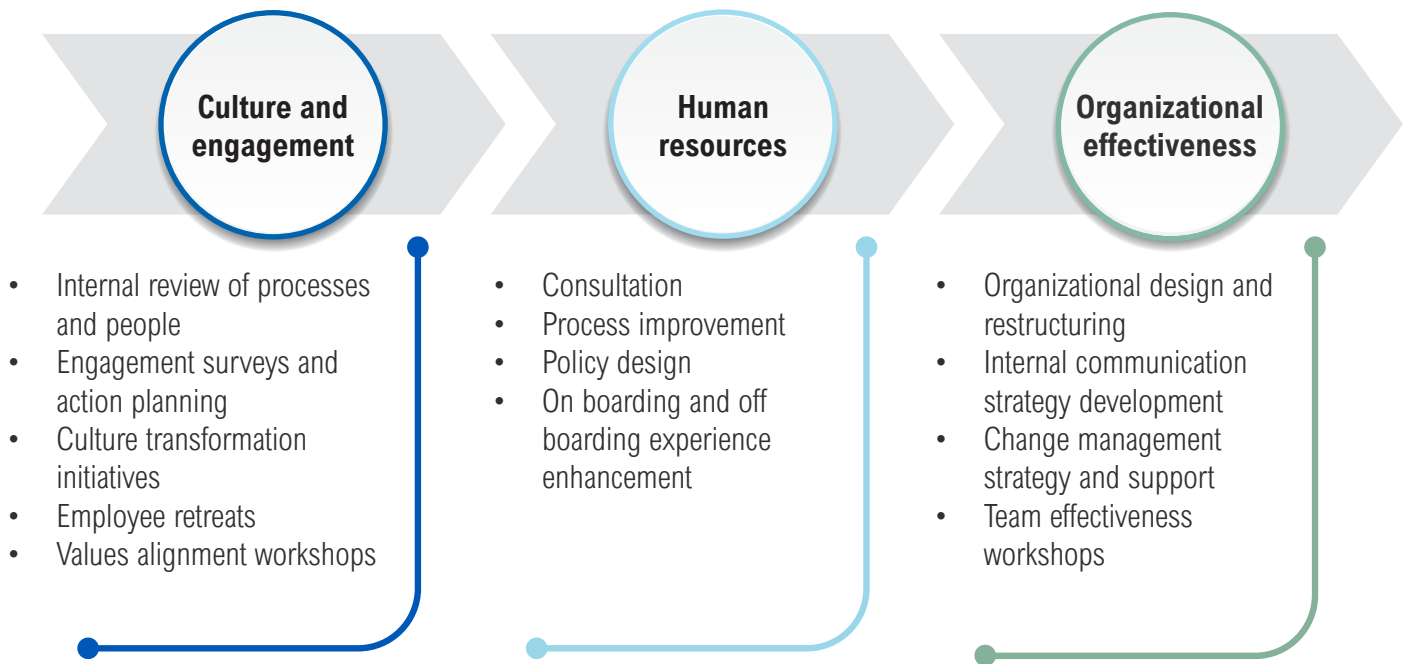
Here are a few things we can help with:

- Team behaviors assessment and improvement programs with measurable touchpoints to track progress
- Leadership assessments and coaching for organizational leaders
- Team communications programs to improve collaboration and clarity
- Strategic and operational planning, including the planning cycle and an operational report card
- Review of policies and procedures to make sure they are current and support your goals and values
- Review of governance practices to ensure clarity, effectiveness, and to help everyone understand what is in "my lane" versus "your lane"
- Customized organizational development assessments

Human resources and organizational development

Tailored to your needs

Everything we do is tailored to your community's specific needs—it's not "one size fits all." So we usually start by just talking—learning about your team, your goals, and what's working (or not). From there, we work with you and your leaders to design something that fits what you are looking for.



Let MMUA help you build a resilient, high-performing workforce and a more efficient organization.

For more information, contact Shelly Dau at sdau@mmua.org.

