



Town of Hilton Head Island  
**Our Plan Excellence Work Group Meeting**

Thursday, October 3, 2019 at 2:00 pm

The Living Lab at Town Hall

## **MEETING NOTES**

Work Group:

*Relentless Pursuit of Excellence*

**Present from Work Group:** Natasha Aiken, Leah Arnold, Heather Rath, Roselle Wilson

**Present from Town Council:** Tamara Becker

**Present from Town Staff:** Jennifer Ray

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- The meeting was called to order at 2:00 PM.
  - Jennifer Ray reviewed with the group articles received from the public for the group to consider in their goal development. This information is attached to these minutes.
  - Ms. Ray led the group through a goal development discussion where the goal statements developed in the previous meeting were revised as follows:
    1. To create a people-focused community of excellence.
    2. To become a nationally recognized residential community that values and honors the history of the Island and its people.
    3. To create a Center for Excellence for Hilton Head Island.
  - Ms. Ray discussed with the group the up-coming Development Team meeting on October 7, 2019 where they will be reviewing the draft goals with each group. The October 17 meeting for Excellence will be an opportunity to recap the Development Team input.
  - Ms. Ray reviewed with the group the up-coming schedule of events, including the Open Houses being held October 8 and 16, as well as the group's remaining meeting schedule and the general Our Plan timeline.
  - Ms. Ray asked if anyone in attendance from the public had comments for the group. None were received.
  - The meeting adjourned at 3:04 PM.
- Submitted by:** Taylor Ladd

## **Public Input provided to Our Plan Excellence Work Group for 10/3/2019 Meeting:**

The following is a link to an article shared with the Excellence Work Group from Jeanne Antonuccio: <https://www.forbes.com/sites/work-in-progress/2012/03/06/redefining-excellence-for-todays-world/#7b164ad347f2>

Here is a snippet:

Excellence starts with getting very clear on the end state you wish to achieve (winning) and relentlessly driving towards it every day. Excellence requires knowing when to push on (even when you don't have all the information or the perfect solution), but doing it well and constantly refining as you forge ahead. Excellence means accepting only the best, and understanding that when it is not given that you, as the leader, are at least partly responsible.

Ms. Antonuccio has also shared ideas that have occurred to her during observation of the group:

- Leading - into the future
- Creating - forging forward
- Experts - people coming to HH for advice
- Positive
- Quality
- Reaching beyond your goal
- Working as Hilton Head Island Community not individual communities

At the 9/19/19 Excellence meeting, Alan Perry shared the following passage that he ran across: "Be a NEOPOLITAN! Don't try to be Baskin Robbins. You will fail if you try to be 31 flavors in his business! Chocolate, Strawberry, and Vanilla...those are the classics. Take the basics and make them into the very best flavor you can! Focus on what you do well, and become the Best at it! Don't try to be everything to everyone. That usually makes you painfully inadequate in many areas. Pick essential principles and help your team to become the EXPERTS in those core areas. If you hire a personal trainer, they will help you find the best strategies to improve your fitness. Without fail, the importance of strengthening your core will arise. Why? Your core is the foundation that allows everything else in your body to become stronger. The same principles apply to business. Without a strong foundation, it's nearly impossible to achieve a high level of success!" (source unknown)