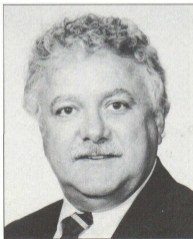


In-Service Training Award

In Memory of Clarence E. Ridley

When Burke Raymond joined Jackson County, Oregon, as its administrator in 1986, he set up the first county-wide training classes for employees. Raymond recognizes training as the key that unlocks untapped potential and energizes employees.

Jackson County employees call their training program BEST—Building Effective Service Teams. The goal of BEST is to provide increased job skills, personal growth, and the tools each Jackson County employee needs to become a participative, enthu-



Burke Raymond

siastic, and innovative employee. Training provided under the BEST program ranges from customer service to conflict management.

The training has sparked a spirit of teamwork that has lifted sagging morale. BEST has enabled individuals to make changes that have improved their jobs and the county's services. Employees have used the skills they acquired through BEST to reorganize their service delivery systems. According to a recent citizen survey, the citizens have noticed the changes and like them. **PM**