

"REINVENTING YOUR WORKPLACE CULTURE ... WITHOUT BREAKING THE BANK"

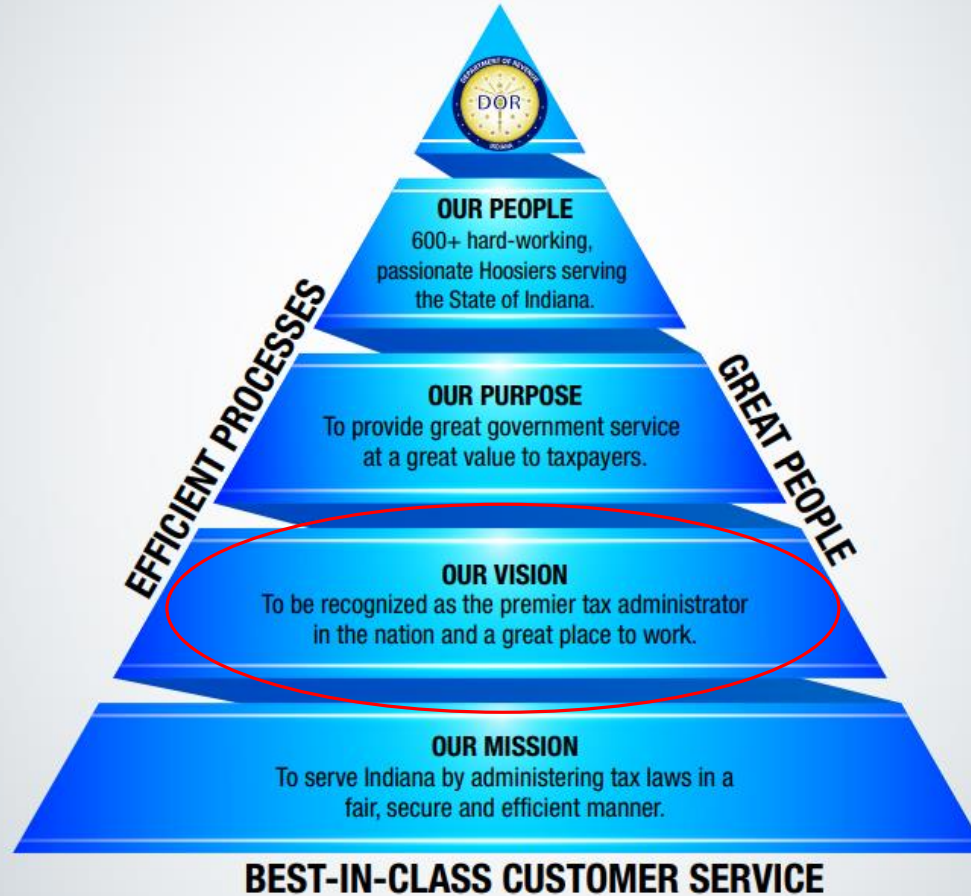
ADAM J. KRUPP, COMMISSIONER

INDIANA DEPARTMENT OF REVENUE

AKRUPP@DOR.IN.GOV

Culture is the way
you think, act, and
interact.

DEPARTMENT OF REVENUE PYRAMID OF EXCELLENCE





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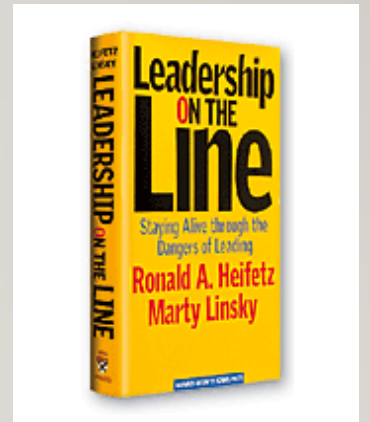
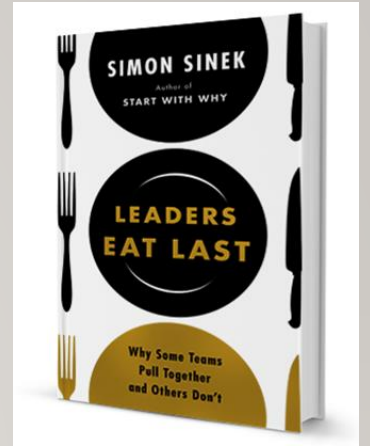
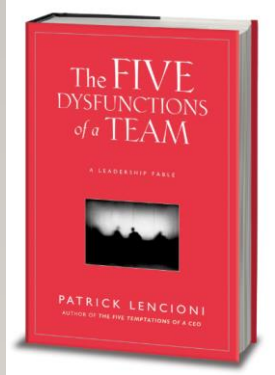
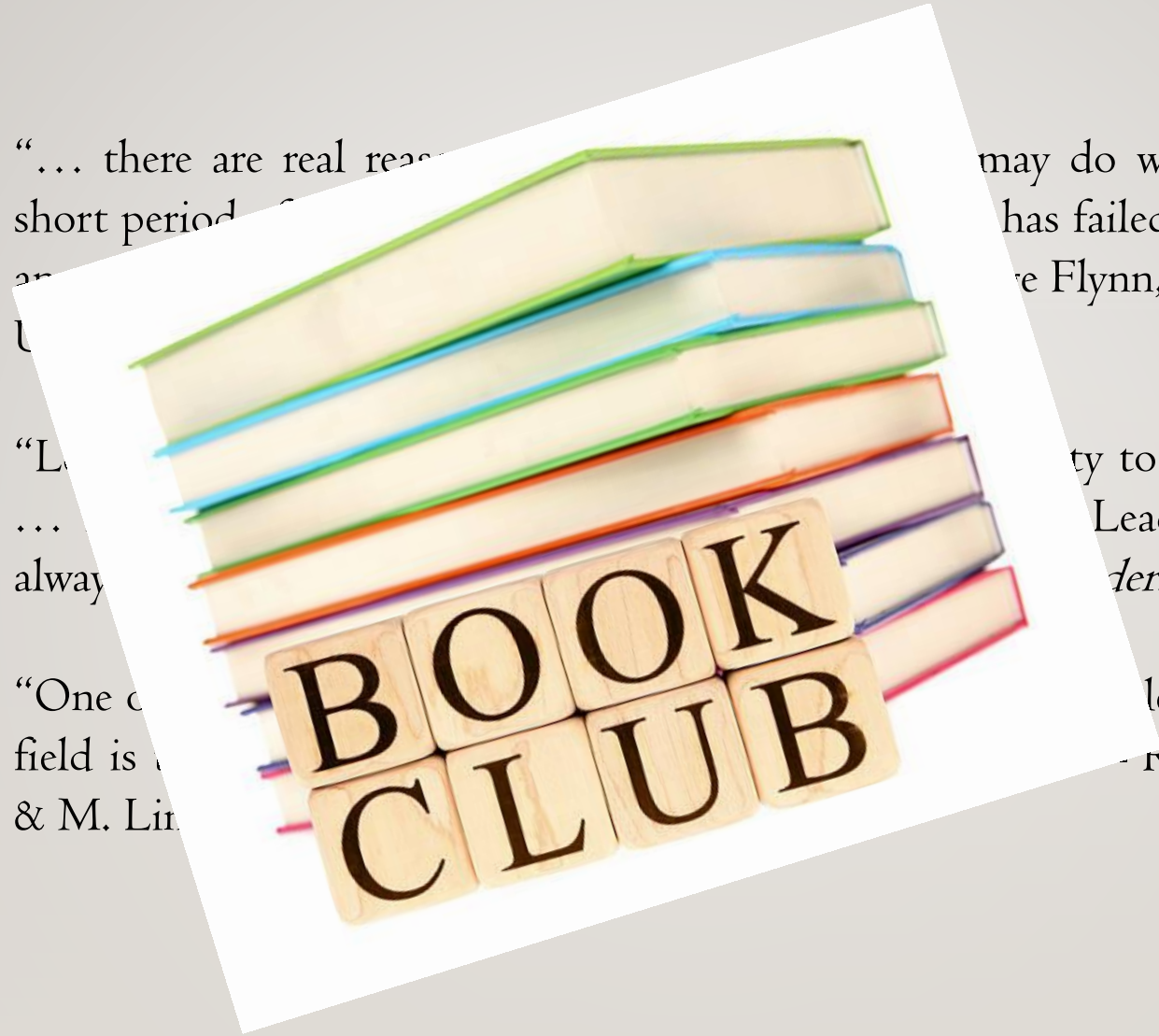


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“... there are real reasons why some teams may do well over a short period of time and others may not. As a leader, you have failed to create a team that can sustain success.” — Jim Flynn, Lt. Gen., U.S. Army

“Leadership is not about being in charge. It is about taking responsibility to do more. ... Leadership is always about others. *Leaders Eat Last* by Simon Sinek

“One of the most important things a leader can do is to lead in any field is to be a team player.” — R. Heifetz & M. Linsky



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TWO WEEKS ONLY!!

STEPS CHALLENGE

DOR CHAMPION **VS** **FSSA** CHALLENGER



★ ★ JOIN THE FIGHT! ★ ★

APRIL 2-13
INDIANAPOLIS, IN
★ ★ ★ 2018 ★ ★ ★

INDIANA
GOVERNMENT CENTER
(and everywhere else you decide to walk)


★ ★ ★ ★ ★ ★ ★ ★

THERE CAN BE ONLY ONE!!

LET THE TRASH TALKING BEGIN!


*FLOATS LIKE A BUTTERFLY
STINGS LIKE TAXES!*

DOR INTENDS TO COLLECT!




— 2018 —

WILD STEPS SHOWDOWN




Adam Krupp



Bruno Pigott

DOR vs IDEM

MON **FRI**
MAY **JUNE**
21 **1**



INDIANAPOLIS ★ INDIANA

7

#DOR Gives Back



7



7



6



6

Music, Beach Balls, Carpool Karaoke, Special Guests, Employee Recognition



5







District Offices









BRANDING

is the way that your customer perceives you





DEPARTMENT OF REVENUE PYRAMID OF EXCELLENCE















INDIANA DEPARTMENT OF REVENUE



WELCOME INDIANA DEPARTMENT OF REVENUE EMPLOYEES!

Pricing Includes Embroidered Logo.

 <p>See more</p> <p>Alpine-Mens Polar Fleece Jacke...</p> <p>F7608-DOR</p> <p>\$34.00</p>	 <p>See more</p> <p>Edwards Ladies Hi-Performanc...</p> <p>5576-DOR</p> <p>\$22.90</p>	 <p>See more</p> <p>Edwards Ladies Long Sleeve O...</p> <p>5077-DOR</p> <p>\$28.00</p>	 <p>See more</p> <p>Edwards Ladies Short Sleeve O...</p> <p>5027-DOR</p> <p>\$25.90</p>
			







ANNUAL PUBLIC HEARING

“...there is a new energy at the department and the beneficiaries of that energy are those we serve.” - Commissioner Adam Krupp

by Kristin Reed
Commissioner Krupp's first annual public hearing with DOR was one year ago. During that hearing he stated, "Sometimes we need to hear things we don't like ... Listening and learning are the first steps in making things better across the agency - for taxpayers and our employees." He also made it clear that the department would address all issues brought forward by the members of the public who spoke that day. Some of the individuals who spoke that day represented organizations such as the Indiana CPA Society (INCPAS), the Notre Dame Clinical Law Center and Indiana Legal Services (ILS).

For the past year, DOR team members have in fact been listening and learning, and our efforts have not gone unnoticed. Representatives from the same organizations that spoke at the 2017 hearing appeared once again at this year's annual public hearing, held June 19 in the Indiana Government Center South. The speakers lauded the progress made by DOR over the past year and mentioned the increased level of collaboration and improved customer service. They also provided constructive feedback on how DOR can continue to improve its processes.

The meeting lasted just under an hour, with Commissioner Krupp speaking for the first 20 minutes on how the department has used the following five priorities to drive every decision: customer service, culture, compliance, collaboration and continuous improvement. Check out the meeting on [DOR's website](#).

Tweet

 **Eric Holcomb** ✓
@GovHolcomb

#GreatGovernmentService from @INRevenue.



Department of Revenue rebrands flyergroup.com

6/21/18, 3:30 PM

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**Have fun,
success will
follow.
If you aren't
having fun, you
are doing it
wrong.**



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