



Management Services

Addressing Employee Concerns

Action Plan Progress Report

August 31, 2007

So far, at the administration level, we've:

FOCUS AREAS:

- Ensuring adequate training opportunities
- Employee recognition
- Providing meaningful performance evaluations

- Established a monthly communication from the Chief Administrative Officer (CAO) to all Management Services (MSA) employees. Using the MSA Homepage, the CAO shares information on a new topic each month, and asks for employee feedback. Employee comments are reviewed by the CAO and senior managers. A response to employee comments is posted to the MSA website.

Topics covered so far include E-Recruiting and the Employee Survey Action Plan. MSA employees are encouraged to identify topics they would like to see addressed in future communications from the CAO.

- Continued the Kudos page on the Management Services Intranet site. This tool allows all Management Services staff to publicly recognize the contributions of their employees/peers. The Kudos page was launched in late November 2006, and to date includes 173 individual recognitions.
 - The CAO is attending each division's Management Team meetings on a quarterly basis. Participation in these meetings gives the CAO an up close look at the key issues and activities of each division/office, and an opportunity to dialogue with managers on a quarterly basis.
- Developed an employee survey regarding the Performance Development Plan process. This survey is currently in process in MSA and should deliver valuable employee feedback on how we're doing in providing meaningful performance evaluations.



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Future actions:

- The Chief Administrative Officer (CAO) will continue to review progress on the division level Employee Survey Action Plans. This topic is a standing agenda item at Director's general issues meetings.
- In September and October 2007, the monthly web communications from the CAO will focus on the employee recognition process and training needs/opportunities.
- Additional actions in the future will be determined based on employee feedback on where we need to refocus our efforts in implementing the Employee Survey Action Plan.