



Executive Administration, Human Resources Division, Position Management

Addressing Employee Concerns

Action Plan Progress Report

August 2013

FOCUS ISSUE:

Opportunities to Learn and Grow

Communication

Recognition for a Job Well Done

Use Customer Feedback to Improve Work

So far, we've:

Opportunities to Learn and Grow:

- Continued advertising transfer, voluntary demotion, and in-training opportunities.
- Included staff in planning, developing, and implementing key projects – i.e. planning for recruitment process improvement, participation in business planning process to streamline the PDF review process and develop one PA40 for use agency-wide.

•Continued offering learning opportunities in areas of staff interest.

•Staff develop quarterly all staff meeting agendas and facilitate the meetings.

Communication:

•Share communications from the Senior HR Director and other sources with all staff.

•Supervisors meet with staff regularly to share information/respond to questions/concerns.

•Process changes and new information is shared with staff in a timely, transparent manner to ensure staff have the tools and information to do their job.

Recognition for a Job Well Done

Position Management staff continue to meet every other month for an informal meeting/refreshment break to provide updates on division activities and give informal recognition/feedback.

•Share staff accomplishments and customer emails commending staff with the Senior Director

Use Customer Feedback to Improve Work Processes

•Conducted a customer feedback survey in February 2013 which was distributed to Appointing Authorities. Intended to become an annual process.