



Financial Services Administration

Addressing Employee Concerns

Action Plan Progress Report

February 28, 2007

FOCUS AREAS:

Using customer feedback to improve work processes.

Confidence in the decisions made by senior leaders.

Using your time and talents well.

Receiving recognition for a job well done.

Expanding performance accountability

Opportunities at work to

Encouraged to come up with new and better ways of doing things.

CONTACT INFORMATION

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Within each office (OAS, OFR, ITO and Budget) managers meet regularly with staff and continue to propose solutions to address 3-5 areas that staff identified as having the greatest potential for showing realistic improvement.

So far, we've:

Focus areas have been presented and addressed with all staff. A recommended approach was to address one item per month. Based on recommendations received, feedback was provided to staff. Depending on the number of recommendations, staff were asked to select an option and assist with implementation.

All staff meetings are scheduled on a regular basis. Unit meetings are held to address the survey results as they applied to that individual section. Monthly office newsletters are being published that provides an overview of what's happening with employees, including a section focusing on unit/sections within current office events, follow-up on items and monthly safety tips.

The OAS office hosted a day of training on Myers Briggs to assist employees with understanding individual preferences and how that impacts how individuals work, communicate, make decisions and process information. After the training, a staff survey was sent out to obtain feedback on their satisfaction of the training; what training they would like to have in the future and to identify one thing they enjoyed best and least about OAS.

Learn and grow.

The OFR office pulled together a workgroup specifically designed to focus on 4 issues and to give management suggestions on how to work through those issues. A DVD was produced and presented to FSA Executive Management, OFR Executive Management, OFR Extended Leadership Team and at the OFR All staff meeting. A newsletter was developed to show staff appreciation from both internal and external customers and to improve communications on current events that affect our customers.

All OFR Executive meeting notes will be on the FSA website beginning March 1, 2007. Managers meet, on a regular basis, with their sections as a whole to coordinate issues that cross individual units. OFR has gone to Semi-annual staff meetings. Monthly unit meetings are held with individual staff and supervisor recognize staff performance when observed or notified.

OFR management provides an annual lunch on Employee Recognition Day to recognize staff and successes; organizes an annual Winter Celebration and at their quarterly all staff meetings recognize accomplishments as well as seniority awards.



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Future actions and solutions:

- Supervisors increasing communication to discover talents of staff; compiling a list of staff talents or a “Talent Pool”
- New hire packets to include a talent survey; Floating positions or rotational assignments
- Employee recognition for outstanding effort or achievement from management, customers or fellow employees.
- Develop employee webpage within office portals on FSA website; ability access to other/Employee links that would provide current announcements, office and senior leader updates, office projects status, new procedures/policies and talent pool; develop a website (w/mailbox? For all staff to complete an appreciation award.
- Continue to gather feedback on related training issues and propose suggestions
- Allowing staff to select option(s) and to assist with implementation.
- Continue to discuss rotational assignments/positions designed to discover “hidden” talents.
- Continue to remind managers and staff why these are important
- Encourage staff/managers/supervisors to continue to work on and discuss these at the workgroup level
- Incorporate into supervisor/management training
- Encourage informal and formal mentoring
- Continue to build upon and follow-up on employee succession plans