



## Action Plan Update – December 2008

### Human Resources Division

#### *Addressing Employee Concerns*

The following pages provide a summary of our efforts to implement the Human Resources Division's 2007 Employee Survey Action Plan. Although our primary day to day focus has been on our workloads and meeting the needs of our customers, the commitments made in the Employee Survey Action Plan are also a high priority.

Our improvement efforts are focused in three areas:

- Communication
- Identifying and Addressing Resource Needs
- Management Leadership

We've made a number of improvements, and recognize that there is still work to be done. The Employee Survey Action Plan continues to be a living document, and I encourage you to provide suggestions and feedback to me and the rest of the management team on how we're doing implementing the plan, and how we can continue to improve.

I value your opinions and look forward to continuing our efforts to strengthen HRD and enhance the work environment.

#### **CONTACT INFORMATION**

For more information, please contact  
**Glen Christopherson at (360) 725-5844.**

*– Glen Christopherson, Human Resources Director*



## Action Plan Update

### Focus Issue: Communications

#### **So far, we've:**

- Completed visits by the Director and Operations Chief to HRD offices statewide.
- Notified staff about employment opportunities within HRD.
- Distributed HRAC minutes to staff.
- Reasonable Accommodation Committee (including HRAC) completed its review of the RA process.
- Improved communication between sections.
- Posted employee recognitions on the HRD Appreciation Station in OB-2.
- Continued weekly "Director's Chat" in OB-2, with staff outside of OB-2 calling in to participate.
- Reinstated HRD orientation for staff by scheduling meetings for new staff with the Director.
- Centralized Union Requests for Information for consistency in responses.
- Implemented weekly Labor Relations staff meetings and twice monthly meetings with OFM and the AG's Office to review current Labor Relations issues.
- Developed a "communications" tree to share information. Information is shared from the Director to Direct Reports and then distributed throughout HRD.
- Developed consulting process for Labor Relations Specialists on Step 2 Grievance responses for consistency in decision-making.

#### **Challenges to implementation:**

- Budget concerns have impacted travel for work-related meetings. Use of conference calls has increased as a method of continuing important communications within/between work groups.

#### **Future plans:**

- Communicate information as it becomes available related to the State Budget and its direct impact on HRD.
- Communicate plans for realignment and redistribution of work as a result of budget reductions and layoffs within HRD.

**Human Resources Division**

**December 2008**



## Action Plan Update

### Focus Issue: Identifying and Addressing Resource Needs

#### **So far, we've:**

#### ***Human Resources Division***

December 2008

- Provided recommendations from ergonomic assessments.
- Provided multi-function machines (print, copy, fax and scan).
- Purchased chairs where need was identified.
- Leased state vehicle for use by Region 1 staff.
- Approved a three month non-permanent appointment in the E-Recruiting Unit to address workload needs.

#### **Challenges to implementation:**

- The hiring freeze and budget reductions have also impacted HRD's ability to fill vacancies or approve non-permanent appointments. The Budget shortfall has also suspended the ability to address any new/additional equipment needs.



## Action Plan Update

### Focus Issue: Management Leadership

#### *Human Resources Division*

December 2008

#### **So far, we've:**

- Continued monthly HRD All Staff Meetings, including the Director's facilitation of one meeting on the east side of the state.
- Included participation of the Chief Administrative Officer at one HRD All Staff Meeting.
- Shared certain information with HRD staff prior to distribution to administrations.
- Approved alternate work schedules where possible (9/80 and 4/10).
- Improved Management Team modeling of appropriate behavior to foster open and respectful communication across the division.