Chief of Staff/Vocational Rehabilitation/Director's Office
Addressing Employee Concerns

Action Plan Progress Report
August 31, 2012

FOCUS ISSUE:

Improve communication processes and provide better, more timely information to staff about changes that are going to happen and how decisions are made.

So far, we've:

• **Motivational Interviewing training to increase effective communication.**
  - **Scheduled Motivational Interviewing ABC training during the Fall quarter .**
  - **Held Session A for State Office staff, and scheduled Session B and C in September and October.**
  - **Added the training requirement for all staff of twelve hours per year of Motivation Interviewing training/activities to ensure competency in this skill.**
  - **Required updates to the three Areas and State Office actions plans to document implementation activities.**

•**Communications workgroup to evaluate communication processes.**
  - **A Communications workgroup has been convened and has met regularly.**
  - **A SharePoint site has been established for the workgroup to review and share work products.**
  - **Develop a communications survey to poll staff about communication concerns.**

•**Senior Leadership Team (SLT) plan to communicate key decisions to staff.**
  - **Discussed a standardized means for communicating key decisions made by the DVR SLT. Determine those topics that are more appropriately shared at the area management/local supervisory level, yet introduced by the SLT so staff are aware of the topics. Added this discussion to regular SLT meeting agendas for further discussion/implementation.**
  - **Continue to share Fiscal News with staff via SharePoint to keep them informed of fiscal changes and issues impacting case management and employees.**

•**More effectively communicate departmental changes that impact DVR employees.**
  - **Discussed a standardized means for communicating how DVR employees will be impacted when the department initiates and communicates changes. Added this discussion to regular SLT meeting agendas for further discussion/implementation.**

CONTACT INFORMATION

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Washington State
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