

## Human Resource Division

*Addressing Employee Concerns*

### Action Plan Progress Report

August 31, 2012

#### FOCUS ISSUES:

- *Opportunities to learn and grow*
- *Communication*
- *Recognition for a job well done*
- *Use customer feedback to improve work*

#### So far, we've:

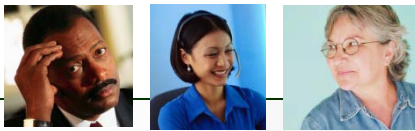
##### *Opportunities to learn and grow*

- Continued to advertise for transfer and voluntary demotion opportunities
- Included policy reviews, training components and guest speakers as agenda items for Operations Staff Meetings
- Added a developmental/learning topic as a standing agenda item to the Position Management Quarterly All Staff Meetings
- Included invited interested staff to participate on various workgroups e.g. HR Imaging Group, Background Check, Time Leave & Attendance, Value Stream Mapping (Reasonable Accommodation & Recruitment), HR Consolidation Business Gap Process, Investigations Training Revision and Investigations Policy.

##### *Communication*

- Position Management held an all staff meeting to discuss communication and identify employee issues and concerns as well as suggestions for improvement. Excellent ideas came out of this meeting, including the suggestion for minutes to be provided from HRAC meetings; holding debriefings with staff on issues even when no decision has been made so that they understand where in the process a project or assignment is; holding meetings when all staff communications are disseminated to go over the message and answer any questions to ensure everyone is "on the same page" and understands our direction.
- Continued to ensure information is shared in a timely, transparent manner so that employees hear about decisions and changes from us rather than others.
- Scheduled all Staff Meetings, Conference Calls, Director Chats and Direct Reports for the remainder of 2012.
- Emails received from the Senior HR Director are shared with Operations staff

For more information, please contact **Davis Garabato** at **360-725-5889**



### ***Recognition for a job well done***

- Scheduled an every other month informal meeting/refreshment break for Position Management staff to provide updates and informal recognition. First meeting was held in July 2012.
- Shared staff accomplishments and efforts with the Senior HR Director who in turn takes the opportunity to recognize staff's hard via email.
- Shared email recognitions from customers with the Senior HR Director
- Employee recognition event included site visits to Regions 1 and 2 and attendance at recognition event in Region 3 by the Senior HR Director and Office Chiefs
- Greater awareness has resulted in staff notifying supervisors about positive feedback from customers.

### ***Use Customer Feedback to Improve Work Processes***

- Develop business plans for implementation in January 2013. Process improvements will include customer feedback and input.
- Within Position Management, staff are encouraged to identify possible process improvements and efficiencies. Currently, the HRMS Unit is proposing a process improvement for input of reallocations – both in terms of the position classification change and any associated employee salary change which would reduce the number of handoffs required to complete, shorten the timeframes for completion, and reduce the risk of employee underpayments.
- Addressed customers concerns as they are identified.

-Glen Christopherson, Senior HR Director