

## Human Resource Division

*Addressing Employee Concerns*

### Action Plan Progress Report

April 1, 2013

#### FOCUS ISSUES:

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

#### So far, we've:

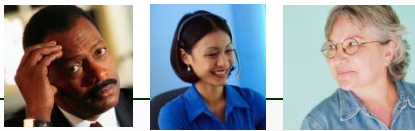
##### ***Opportunities to learn and grow***

- Continued to post internally for transfers, voluntary demotions and in-training opportunities, and externally in NEO-GOV for promotional opportunities, and made a number of appointments of current HR staff as well as new hires.
- 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.
- Approved outside training for staff to increase and enhance their skills and abilities. Conducted presentations during staff meetings to provide additional learning opportunities on leave issues, Just Cause, Crucial Conversations, etc. Technical staff (HRC1) allowed to accompany professional staff (HRM/HRC3) to grievance and other meetings as an opportunity for growth and development, and also to attend training presented by HR staff.
- Continued to offer learning opportunities in areas of staff interest: i.e. reversion process, recruitment. Offered opportunity for every Position Management Staff to sign up for a learning opportunity. Some of the staff selections include: Excel, Project Management, Business Intelligence.

##### ***Communication***

- Continued to hold one-on-one meetings with staff, weekly Unit meetings, HR Rep Meetings, Director Chats, HRD All Staff meetings, and Emails from the Senior Director, to communicate information and keep staff abreast and aware of issues occurring within the Department, Governor's office, and other state agencies.
- 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.

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



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

- Recognition was mainly through emails from customers expressing appreciation for the work done by staff and staff sharing those emails with their supervisors who forwarded them on to the HR Administrator, Office and HR Senior Director. Also during Director Chats, the Senior Director would express his thanks to staff for the work they do on a daily basis.
- 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.

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

- A customer survey was conducted in February 2013 which was distributed to Appointing Authorities. The Division will use that feedback to re-visit business processes and service delivery standards. Also as specific feedback was received from customers, steps were taken to address the specific issue. This is intended to become an annual process.

-Glen Christopherson, Senior HR Director