



Human Resource Division

Addressing Employee Concerns

Action Plan Progress Report

December 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 advertising transfer, voluntary demotion, and in-training opportunities. Stepped up our efforts to ensure opportunities are communicated to staff via emails and followed up on notices.
- Continue adding a developmental/learning topic as a standing agenda item at each Position Management and Operations Quarterly All Staff Meetings
- Continued offering learning opportunities in areas of staff interest – i.e. reversion process, legislative process, recruitment.
- Staff develop quarterly all staff meeting agendas and conducted the meetings.
- Conducted region wide training for PDP and Talent Management.
- Have offered non-permanent appointment opportunities for staff.
- During recent Part B PDP discussions identified areas of interest of staff for growth and development.
- Included staff in planning developing, and implementing key projects – i.e. Perform (On-Line Performance Development System); planning for recruitment process improvements; review Reasonable Accommodation, BCCU, Value Stream Mapping.

Communication

- Share communications from the Senior HR Director and other sources with all staff.
- Process changes and new information is shared with staff in timely, transparent manner to ensure staff have the tools and information to their job.
- Supervisors meet with staff regularly to share information/respond to questions/concerns.
- Cancelled meetings to avoid meeting just for meetings sake when there were not full agendas.
- 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

- 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.
- Continued to share staff accomplishments and customer emails commending staff with the Senior Director.
- Making personal calls to HR employees whose performance has gone above and beyond.
- Ensuring recognition of anniversary dates to employees.
- At Quarterly HR Staff Meetings recognize employee birthdays for the quarter and provide cake for the recognition.
- Greater awareness has resulted in staff notifying supervisors about positive feedback from customers.

Use Customer Feedback to Improve Work Processes

- Developed business plans for implementation in January 2013. Process improvements will include customer feedback and input.
- Piloting an electronic signature process on the Position Action Request with the potential to streamline the completion/submittal process.
- Developed a customer feedback survey which will be sent to Appointing Authorities for completion in January 2013. Intended to become an annual process.
- Continue to address customers concerns as they are identified.
- MODIS, as a result of user feedback from internal customers, we are pursuing possible improvements to this process.
- Heightened communications with customers to review operational processes and encouraged ideas for improvement and change.
- Identified within staff improvements for processes and worked toward initiating the improvements.