

Group #5

Participants:

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Lori Cook

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Ingrid Santana

Bill Schaffer

Kristin Schlosser

Rob Vazquez

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IDEA - Communications

- **Find the way to good morale**
- **Encourage more positive feelings**
- **Better relationships with all employees and with maintenance and operations**
- **Communications can and should be improved. When done poorly, it is a morale buster**

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CURRENT STATE

- **Not always following the chain of command. Seems misunderstood. Some feel it should be strictly followed, others feel it should be flexible. This difference of opinion results in misunderstandings and dissent.**
- **Favoritism both real and imagined**
- **No overlap between shifts and tension between the shifts**
- **People jump rank (5's skip 7's and go directly to 11's)**
- **We have a "blame others" culture where people would rather complain than take responsibility.**

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FUTURE STATE

- **The chain of command is effective and adds value by providing effective direction without being too rigid**
- **Encourage more positive feelings**
- **A Teamwork culture replaces a blame culture**
- **Respectful relationships between all employees /supers**
- **A strategy to recognize people more**
- **Smoother communications where people know what is going on and expend more time working and less time complaining**

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SOLUTIONS (short term)

- **Survey employees to establish a baseline on communications and to pinpoint areas that need to be changed**
- **Analyze survey results, debate solutions and results delivered to Management team**
- **The resulting action plans then put into place to positively change the working relationships and work environment**
- **A second survey to compare results to the baseline to determine areas that improved and where additional steps need to be taken**
- **Long term solutions will be determined after the short term actions are completed**

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TIME LINE

- **Late June; Group Meetings; Begin the process of writing survey questions, design a communications strategy and define roles and responsibilities**
- **Early July; Select the survey participants and distribute the survey (Housing and Academic Areas)**
- **Mid August; Meet to analyze the survey results**
- **Mid September: Meet to establish recommendations for the Management team**
- **Dec 2017; Progress Report on Solutions, Measures of Success and next steps for 2018**
- **May 2018; Report Out to Management Group on one year summary**