Voice of the Future

Participants:

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IDEA - Relationships

• No favoritism; treat everyone the same

• More general instructions; focus on results vs micromanaging

• Distribute work loads equally – not just to good workers

• Equal accountability

• Relationships between many parties are strained. Mutual respect is lacking. The Goal should be clear expectations regarding duties, respectful and clear communications and a balance of criticism and praise.
CURRENT STATE

- Two way communication is lacking
- Listening but not hearing or understanding
- People need to be more tactful in communications
- Uncomfortable work environment
- “Just Do It” directives from above
- Morale is poor
- Mutual respect is a 2 way street (supervisors and workers) and needs to be improved
- Talking down to one another happens too often
**FUTURE STATE**

- Enhanced teamwork; win/win
- Mutual respect; better relationships between all levels
- Fair and Equitable
- Improved communications which will result in better performance
- Taking the time to be open to new ideas and to explaining why
SOLUTIONS (both short term and long term)

• Conduct a survey among a selected group of residential and academic building workers. The goal is to measure the state of communications, to pinpoint specific things that must change and to provide a baseline to compare when future surveys are taken

• Get the feedback through the survey data and analyze it

• Decide what to do; what changes or training to implement

• Explain it to Management and implement it in a priority order with agreed upon changes and timing

• In the long term, establish an ongoing feedback process

• Conduct a second survey to compare against the baseline and where more work needs to be done

• Continue on expecting that each time we re-survey we will discover we are getting better but there is more to do. This will take time
TIME LINE

• Late June; 1st Group Meeting; Begin the process of writing survey questions and discuss roles & responsibilities and a communications strategy

• Mid July; Hold additional meetings as necessary to complete the survey development

• Early August; Select the survey participants and distribute the survey (Housing and Academic Areas)

• Mid September; Meet to analyze the survey results and report out to all the results

• 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