

# Voice of the Future

## Participants:

**Lisa Alvarado**

**Lori Brand**

**Lucille Broadwell**

**John Camacho**

**Matt Duval**

**Vickie Fisher**

**Mike Flack**

**Gabe Gonazales**

**Deb Hayden**

**Chuck Howland**

**Aaron Johnson**

**Donna Monette**

**Richard Moshier**

**Vern Reynolds**

**Jason Taylor**

## 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; 1<sup>st</sup> 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**