

Group #9

Participants:

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IDEA

- **Facilities is one Group, one Team**
- **We will:**
 - **Improve Communications in order to improve how we all work together**
 - **Treat everyone with dignity and respect**
 - **Accept all of the differences that exist in others**

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CURRENT STATE

- **Far too little listening is taking place and conversations lack a balance, a general lack of open minds**
- **Many conversations are “hijacked”**
- **Communications between shifts is difficult**
- **“Do as I say, not as I do or did”**
- **“Do it my way”; departmental tension**
- **Conflicts between 7’s And 5’s**
- **New people’s ideas are not accepted**

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FUTURE STATE

Improved communications will result in:

- **Higher productivity**
- **Better and more timely service to our customers**
- **Improved working conditions and trust**
- **Instead of people feeling abused, they will feel supported**
- **Differences in people will be accepted**
- **Everyone will understand their role and responsibility in good communications**

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SOLUTION (both short term and long term)

- **Survey all custodial staff**
- **Analyze the survey results**
- **Make recommendations to Management that will help achieve positive change**
- **Once approved, implement the recommendations**
- **RE-survey the same population to determine the degree of progress that was made**

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TIME LINE

- **July - August; develop the survey questions after the areas of focus are agreed upon and determine the communication strategy**
- **July – August; Distribute the survey according to the communication plan**
- **July – August; Analyze the data collected from the completed surveys**
- **July - August; Establish recommendations and share them with the Management team**
- **Dec 2017; Progress Report on Solutions, Measures of Success and next steps for 2018**
- **January - May; Start putting in the approved recommendations**
- **May 2018; Report Out to Management Group on one year summary**