Group #9

Participants:

Carol Crego
Walt Dowling
Dustin France
Pat Harrington
Lisa Hotaling
Becky Kempney
Mark Ladd

Paul Lurcock
Jeff Monette
Lonna Orta
Mary Phillips
Dan Upcraft
Nancy Wilcox
Lisa Yerdon
Group #9

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
Group #9

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
Group #9

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
Group #9

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
Group #9

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