

1. Value of Staff (feeling undervalued)

I can make sure that I am giving my staff/reports direct positive feedback. I want them to know I appreciate their efforts and that I do hear them when they have concerns, complaints of trouble understanding. While many agree and understand putting members first some feel like they are being asked to sacrifice how they are treated by the system to accomplish that.

Administration should have more open discussion with all levels of staff. Emails and digital chat are nice but I think in this climate admin may need to have more face time with employees, they also need to look at how the employees perceive their worth to the system.

2. Speed of Change.

I need to look at the information I am given as management and then how I am passing that information along. I may need to break down new items into manageable pieces and then communicate clearly reasons behind the steps we are taking, not just giving a large overview.

My staff could give more immediate feedback so that we address concerns/problems immediately instead of letting things sit and then pile up and then having a list of what went wrong. If we handle things in a timely manner than when/if there is something else we can handle one thing at a time calmly. The calmer we are the better able to handle changes.

It would help to have some wait time between new ideas/policies/procedures. When we roll out new things too soon or multiple things at once and then we have to backtrack or retroactively fix things it seems to give the staff the idea that we are just throwing things out there to see what sticks with out any real regard to those it affects most.

3. Communication

I think we are doing a much better job of communication then we have in prior years but there is still room for improvement. Even at my level I often feel like I'm slightly behind as some days I get multiple emails and multiple subjects and multiple questions from staff. I'm not sure how to fix it, but I am trying to make sure that I am networking with my peers and discussing with them before I communicate with others on staff.

I do think because staff is feeling low and overwhelmed that sometimes they are unsure how to communicate with us as well and that they are using tangible items like pay raises, shift/staff changes, and policy vs. value issues to express their unhappiness, when if they and we were communicating better they would be less inclined to worry about changes.