



The “With Your Help” Team

Presented by:
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Genesis

Houston, we have a problem:

In the 2013 Federal Employee Viewpoint Survey (FEVS), there were three very clear conclusions:

1. Significant historical challenges
2. Significant drop in employee satisfaction
3. The Department of Labor was one of the lowest ranked departments regarding employee satisfaction.



Why we do what we do

As a result of the survey, management was left with a large amount of data and had to determine what steps to take in order to respond to the survey.

Option 1:

Handle It Like We Always Do

- Distribute survey results among managers
 - Pros/Cons



Option 2: Try a Different Approach

- Establish a team of employee peers to manage results and implement changes

- Pros/Cons





Who we are...

- Danielle Abbott – Whistleblower Regional Investigator
- Kristina Carignan – Whistleblower Regional Investigator
- Mike Oesch – Whistleblower Lead Regional Investigator
- Glenn Taylor – Compliance Assistance Assistant Regional Administrator (Management)
- Peggy Taylor – Program Analyst
- Todd Underwood – Auditor
- Jackie Wheeler – Safety and Health Program Manager

With Your Help Team Advantages



- Cross sectional team
- All employee buy in
- We are the mechanism for review of implemented management actions/office policies – real time “crisis control”



Goals

- Training and perception
- Improve teamwork
- Employee Recognition
- Improve the Telework program and perception

2014 - 7. My training needs are assessed. 66.6% agreed

2014 - 13. The people I work with cooperate to get the job done. 80.9% agreed

2014 - 15. Awards in my office depend on how well employees do their jobs. 42.8% agreed

2014 - 41. How satisfied are you with the telework program?
57.1% agreed

Hurdles



Brainstorm ideas that were:

- ✓ Cost Effective
- ✓ Easy to Implement
- ✓ Supported by Management



Our Results - Training

- Training needs are addressed
- Brown bag lunches TED Talks
- Generation Gap
- IDPs

7. My training needs are assessed.

2014: 66.6% agreed
(21 people responded)

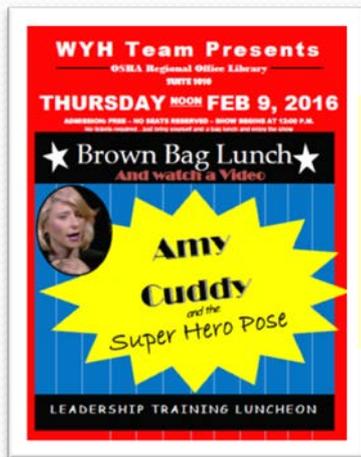
2015: 64% agreed
(25 people responded)

2016: 80.9% agreed
(21 people responded)

Training cont.

Brown Bag Luncheon Series

- Surveys indicated a desire for professional development
- “TED Talks” over lunch



“When can we do this again?”

“This was quite empowering!”





Our Results - Teamwork

- Adopt a family
- Sanity breaks
- Share best practices with other offices

13. The people I work with cooperate to get the job done.

2014 : 80.9% agreed
(21 people responded)

2015: 88% agreed
(25 people responded)

2016: 90.4% agreed!!!
(21 people responded)

Our Results - Employee Recognition

15. Awards in my office depend on how well employees do their jobs.

2014: 42.8% agreed
(21 people responded)

2015: 68% agreed
(25 people responded)

2016: 66.6% agreed
(21 people responded)

- Revamped awards committee
- “Created” peer to peer awards
- Kudos board
- B-day sign
- Bosses day



Employee Recognition cont.

- We also focused conversation with management on what is needed to improve employee rating during appraisals

10. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.

2014: 42.8% Agreed
(21 people responded)

2015: 76% Agreed
(25 people responded)

2016: 81% Agreed
(21 people responded)

Our Results - Telework Program

41. How satisfied are you with the telework program?

2014: 57.1% agreed
(21 people responded)

2015: 86.9% agreed
(23 people responded)

2016: 95% agreed!!!
(20 people responded)

- Focused conversation on importance of work life balance with management.



How we have made an impact

EMPLOYEE SPOTLIGHT



Mike Oesch
Lead Whistleblower Investigator

New Goals



Takeaways

- Why this could work in your office
- Why this is important
 - When employees feel validated and their opinion matters you get better teamwork, better work product, happier staff.



Q & A

