

OYA *In the Loop*

July 13, 2009

One Hundred and Twenty Doors

From time to time, everyone needs a safe and comfortable place to share their thoughts, bounce an idea, or receive a reality check. Most often, supervisors are the best sounding boards for staff members because of their knowledge, big-picture perspective and position.

What do you do if you need to talk and you feel your supervisor is not the right person with whom to engage?

There are 120 or so doors open to any OYA staff member who needs to voice an idea, question, worry, or complaint. On behalf of every manager in this agency, your concerns are our concerns. Every one of our doors, phones, and emails are always open to any member of the staff for any reason – without question or cause for fear.

Healthy organizations encourage dialogue. Vibrant organizations see it going on. Thriving organizations hear what's being said and take action.

Communication, whether personal or organizational, is a hallmark against which the finest organizations in the world measure themselves. When information is freely and honestly exchanged for the right reasons—to increase the welfare of the organization, the youth and families it serves, and its staff—job satisfaction, agency performance and mission effectiveness all benefit.

Sometimes topics are tough to raise, particularly with the parties who may be involved or whose actions you need to question. That's when we all need to remember that OYA has a tremendous advantage in having a competent and compassionate Human Resources staff. They stand ready to listen, advise and act on your behalf.

Keep in mind that if you have a concern to share or a problem to report, we can't do anything about it unless and until we become aware of it. If for any reason you do not feel comfortable talking to management about your concerns, contact your union steward. They are here to help you and will act as conduit to convey your concerns to us.

You should also know that we will continue to have a zero tolerance approach toward retaliation. If you fear retaliation or have experienced it, I urge you to contact HR immediately. There is no place for fear or retaliation in the culture we support in OYA.

Don't forget, the best ideas often come from people just like you. Talking to management is not and should not be limited to resolving complaints and concerns. Behind each one of those 120 doors sits a supervisor whose job it is to advance the mission to serve youth as well as help you succeed.

A handwritten signature in black ink, appearing to read "F. Anderson". The signature is written in a cursive, slightly slanted style.