

# SP90 Climate Survey and IDEA Summary and Recommendations

## Overview

This session's focus is on the Engagement Action Plan to develop and implement recommendations for the next Gallup climate survey and provide an overview of the IDEA strategies. The session was facilitated by Natasha Fox, Bobbi McAllister on February 13, 2024 from 1:00-2:00 pm in Rm 200 and on Microsoft Teams. All comments can be viewed in the [Comment Summary](#) document and the session's [MS Teams Whiteboard](#). The session slides, recordings and other artefacts of the session can be found in the SP 90 day listening sessions [SP Climate Survey and IDEA Listening Session](#) in Teams (OEM All Staff>Strategic Planning>SP 90 Day Listening Sessions)

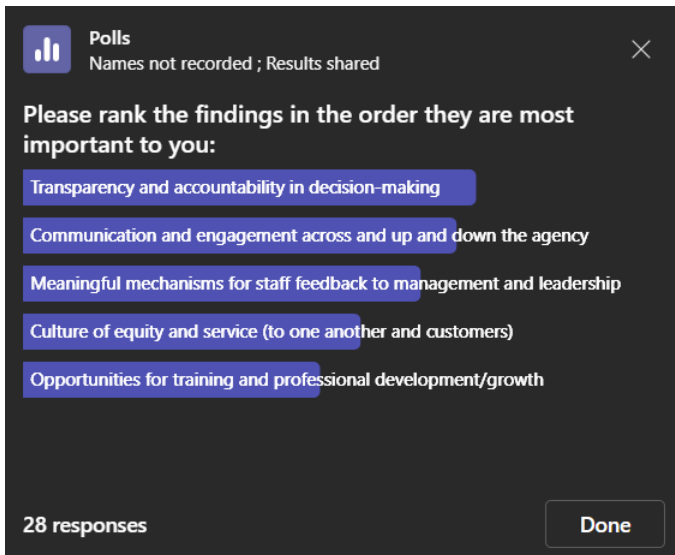
## Findings

The ODEM 90 Day Assessment revealed 5 total lines of effort relative to Climate Survey/IDEA:

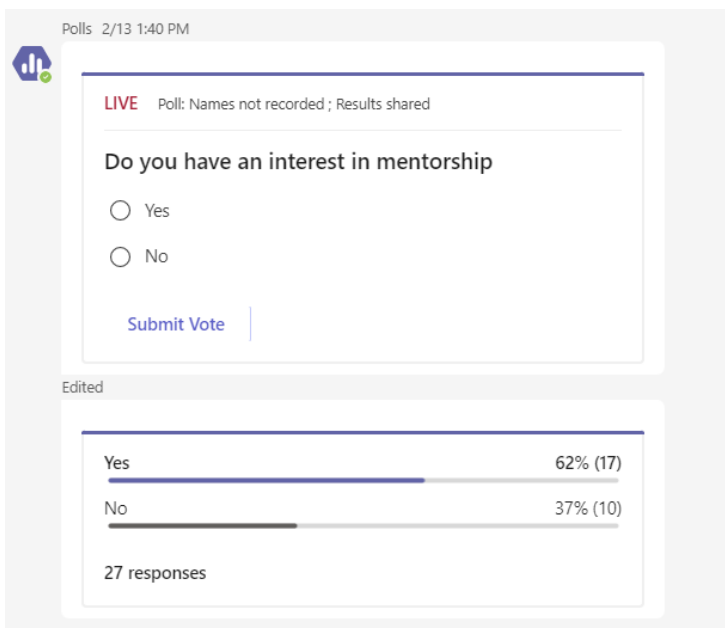
- Transparency and accountability in decision-making
- Communication and engagement across and up and down the agency
- Meaningful mechanisms for staff feedback to management and leadership
- Culture of equity and service (to one another and customers)
- Opportunities for training and professional development/growth

These 5 findings were prioritized by participants as follows via live poll in the session:

1. Transparency and accountability in decision-making
2. Communication and engagement across and up and down the agency
3. Meaningful mechanisms for staff feedback to management and leadership
4. Culture of equity and service (to one another and customers)
5. Opportunities for training and professional development/growth



In addition to prioritizing the relevant findings of the 90-day assessment staff desire for mentorship opportunities was also polled:



## Goals

Based on the guided discussions and exercises four overarching goals were identified:

1. Transparency and accountability in decision making
2. Tempering operational objectives with a harmonious work life balance
3. Developing and delivering training to support IDEA and personal/professional goals
4. Instilling the basic tenant of IDEA in all that we do

## Objectives

Four objectives in support of the overarching goal of transparency and accountability in decision making were identified:

1. Organizational clarity and transparency

- Document structure of agency with clear direction on where to access information within the agency
- Resurrect regular all staff meetings
- ELT Meeting minutes should be transparently shared with staff

2. Decision making in personnel portfolio/project management

- When a decision is needed by a decision maker, inform all relevant and potentially impacted parties and solicit feedback and suggestions from them
- Establish and follow clear and consistent process for making decisions, documenting steps, criteria and outcomes, with final decisions in writing for clarity

3. Integration of systems to eliminate repetitive work

- Improved Teams and SP training targeting communication methods in those platforms

4. Increased transparency in budgetary processes

- Multidisciplinary teams and training for pop development and budget discussions

## Recommended Action Plans

### Create an internal outreach and engagement work group

Continue developing Meeting Restructure and Optimization body of work within the Director's Office to:

- a. Conduct internal outreach to determine current staff preferences for all staff/leadership engagement
- b. Create a meeting management policy (agency-wide), including post-meeting minutes and information sharing, and ensure that adequate administrative resources are allocated toward supporting this effort.
- c. Adopt a meeting start and end time policy that accounts for breaks between meetings
- d. Identify and implement IDEA strategies relevant to this finding
- e. Communicate meeting cadence decisions and rationale behind them to all staff
- f. Establish and follow clear and consistent process for making decisions, documenting steps, criteria and outcomes, with final decisions in writing for clarity. Share process map agency wide.

### Create a professional development training working group

Engage all staff in identification of desired skill development and develop internal training opportunities to increase capacity in relevant areas.

- a. Perform an inventory of all software tools being used at the agency and what the capabilities are.
- b. Develop and deliver training for MS Teams and SharePoint, and other agency software applications deemed valuable to staff based on agency software inventory.
- c. Develop and deliver training and guidance for POP development and budget related processes.
- d. Continue development and implementation of agency wide mentorship program for staff who desire to participate.

Defer remaining findings to appropriate Lines of Effort:

1. Communication and engagement across and up and down the agency – Internal and External Communications
2. Meaningful mechanisms for staff feedback to management and leadership - HR
3. Culture of equity and service (to one another and customers) - Service Delivery Model
4. Opportunities for training and professional development/growth - Training/HR, consider posting OEM job openings internally first.

## Measurable Outcomes

To be developed within each workgroup and approved by ELT.