

'ACTION CONVERSATIONS:' REPORTING TEMPLATE

Date, Time, and Place of Conversation: Wednesday, September 17, 2014

Duration of the Conversation: one hour – 1:00 p.m. – 2:00 p.m.

Conveners: Sarah Blakeslee, Annette Heilesen, Sandra MacNevin

Moderator: Annette Heilesen

Recorder: Joanne Davis

Number of Participants: 7 participants, including facilitator and recorder

Type of Participants: staff, managers, and retiree

Theme # 5 – Staff Renewal

The major ideas / proposed actions / implementation steps/ assessment of priorities emerging from this conversation are:

1. Professional Development:

- Staff noted that they are regularly called upon to implement changes without knowing the reason for the change; and also they are called upon to direct others to implement changes without being able to provide a reason for changes in work processes. Staff noted the frustration involved with this way of doing business and recommended that more communication is needed on all levels. It was suggested that some kind of communication take place alerting staff members that a certain change is occurring and where they might find the resources to help them if needed.
- A key theme was discussed regarding the need for centralized on-line training programs for staff professional development and it was noted that Bev Gentry in Human Resources is an important resource regarding what types of professional training is available.
- Staff also noted that they would like to have training on different online platforms, similar to Lynda.com to explore additional resources that might be helpful to perform their jobs.

- Staff noted that they would like to see more mentoring from management, especially for newly hired employees.
- It was also suggested that we consider more networking with other CSU campuses as well as in-house conferences.

2. Technological Tools to Support Staff:

- Staff noted that the campus website can be frustrating due to the many links provided that access different types of forms. It was recommended that a centralized campus website that includes all the different forms would be helpful and reduce the time it takes to retrieve and complete them. IT was suggested that a uniform time line be considered for all departments to adhere to for updates to their websites (i.e. to have up-to-date websites).
- It was noted that there is very little consistency from department to department regarding correct information, with some departments having up to date forms on their websites while some do not.
- Staff noted that departmental and unit websites might consider items such as posting information on newly hired staff employees as well as newly created business forms and processes.
- It was suggested that staff members be provided with an I-Pad or other device to help staff with taking notes at meetings and retrieving forms quickly.
- There was a discussion about going paperless and the need to scan forms rather than have paper copies, but it was noted that there are costs to this process and additional labor involved.

3. Building Community as Part of Staff Renewal

- Staff noted that campus morale is low and that efforts should be made to improve morale at the University.
- Staff noted that a positive attitude needs to begin at the top of the organization and permeate downward.
- It was suggested that perhaps more events on campus could bring people together.
- Staff noted that additional clubs and organizations might be formed to reach out to the campus-wide community, including staff employees. Participants noted that the emails that announce “Koffee and Kudos” are positive and popular and suggest more of these kinds of activities.
- Staff suggested that new employees need resources to learn their jobs and that perhaps a list of all ASC’s and other staff groups might be made and that monthly meetings be scheduled on campus to share similar challenges and best practices.

- Staff noted that there is a need to understand other staff positions and also to develop a “customer based” perspective.
- It was also noted up-to-date organizational charts would be helpful to staff to understand and know various divisions and units and that this information be provided centrally on the campus website so that staff don’t have to go searching for the information. It was also recommended that divisional and department organization charts be required to be updated regularly.