

CULTURAL SURVEY TEAMS RECOMMENDATIONS

Job Enrichment Team

Awards Actions:

Supervisor meets with employees receiving award to communicate the nature of the award.
Directorate and Division meet with employees quarterly to communicate who received awards.
Quarterly peer award for one employee for each Division.

Promotions Actions:

Supervisory performance plans contain a performance element for effectiveness with human resources.
Solicit annual input from human resources on each supervisor's effectiveness with human resources.

IDP Actions:

Yearly Directorate and Division level meeting with employees to describe all IDP options.
Annual supervisor/employee meeting to discuss and review career development opportunities.

Communications Team

Communications:

Directorate template for Weekly Highlights, BMRs, and meeting agendas.
Convey significant technical business information by conducting 3 Directorate meetings with entire staff with each division presenting significant highlights (30 minutes each), and by contributing to weekly highlight report.

Performance Feedback:

Send out electronic customer surveys every 6 months, or as services are performed.
Identify survey returned with a "low" rating (< or = to 7) and determine mitigation to improve low rating.
Meeting with customer who provided low rating, if customer requested follow-up on the survey.
Review status of mitigates currently in place for "low" ratings at team/supervisor weekly meetings.
Review and implement suggested are of improvement provided by customer, when applicable.

Personnel Concerns & Issues:

Q staff provides solutions with suggestions.
Personnel must work through the officially recognized management channel on any issue.
Management will work with the personnel to set a realistic schedule for responding to any issue.

Government/Contractor Communications:

CS task order leads provide input to COTR on the 1680 Evaluation of Performance forms for required reporting periods.
COTR conduct monthly contract progress meeting with contractor Program Manager and CS task order leads.

Image Team

All Hands Meetings

Relocate All Hands meeting to more accommodating setting.
Streamline presentations, awards to reduce length.
Define attendance requirements and an expectation that everyone attends.
Review presentation materials (agenda, etc.).

Division Staff Meetings

Individual briefs at staff meetings.
Define time and convenient location for staff meetings.
Define attendance requirements and an expectation that everyone attends.
Exhibit professionalism.