

OASIS Retreat: June 14th, 2023

Employee Engagement

- Build relationships- active listening, personal connections
- Engaging in joint discussion making
- Group chats
- Incentive programs- more frequent
- Longevity + performance
- Training/onboarding
- Leadership Academy

Role Modeling

- Setting examples and being positive
- Learn what staff do
- Mentor program for employees + supervisors
- Incentivize employees to be roles models

Trust Environment

- Identify where there is a trust issue
- Consistency in communications
- Expanding investigations to look at the team, not just individuals
- Train people- engagement- to build trust
- Identify experts in each division - share skills
- Training bank/university - help identify training needs

Included in Decision

- Start with a survey/meeting
- Ask what decisions want to be part of
- Identify what decisions they can be part of
- Get people's thoughts

Collaboration outside agency

- Share info on connections inside the agency, social media, UKG, etc.
- Comprehensive list of community connections

Empowerment

- Staff and individuals
- Do not speak for people
- Focus on succession planning
- Mentoring program

Clear Expectations

- Empower people w/ tools to be successful
- Performance evaluations
- VIA- acknowledgment
- More training
- List of whom to go to for what in the agency

Diversity

- More training - mandatory
- Give incentives to attend
- Make sure applications do not focus on things like age/gender
- More thoughtful about when we send things out
- Mentor programs
- Talk to individuals about what's important to them
- Agency "Rules"- how we are expected to treat each other

Openness to Change

- Transparency is key
- The "why"
- Clarity in information
- Open forum
- Get feedback before decisions are made
- Include staff for buy-in

Ongoing + Consistency Training

- Frontline supervisor training
- Bring in training
- Give employees the ability to go to training
- Require + incentivize training
- Partner with universities
- Pipeline/ career ladder for DSP
- Get input from individuals

Respect

- Meaning of this varies
- Be open to listening to people
- Active listening/paying attention
- Non-verbal
- Mentoring
- Be open to feedback
- Golden rule - model this
- Delegate meaningful work

Passion/Compassion

- Think about everyone
- Recognize accomplishments
- Better ways to do this
- Show interest
- Get to know the people you work with
- Team building activities
- Team meetings
- Share your passion w/others
- Meaningful tasks
- Empathy
- Be present

Acceptance

- Know your staff
- Provide a place for staff to feel safe to talk
- Role models
- Be sensitive
- Continue with diversity initiatives

Self-Care

- Design an area to take a break (not in their office)
- Classes for relaxation, yoga, meditation
- Monthly email tips
- Celebration/social activities- more of these

Building Rel. + Team Building

- Outside the agency training
- More in-person training
- Annual Litmos is a joke
- Let employees go to other buildings

Recognition

- Better evaluation system for staff and to show they are cared about
- Money
- Monthly food day to say thank you
- Better values in action
- Person-centered way
- Outside the agency training

Proactive vs. Reactive

- Look at issues we have and develop strategies to address them before the issue occurs
- Training and awareness

Support, Forgiveness, and Understanding

- Take time to learn their teams
- Give VIA outside their divisions
- Understanding that things are done w/best intentions

Innovation, Creativity, and Fun

- Open to a variety of ideas
- Block out times for these
- Team building
- Cross-divisional collaboration and job shadowing
- More involvement at the DSP level
- Better communication of agency activities
- Mentoring
- Get feedback from everyone

Positivity

- Positive sharing across the agency
- Reframing thinking
- Positive language
- Agency Recognition
- Newsletter (Aspiring Times)
- Activities between Erie/Southern tier
- Active listening
- Recognize staff on an annual basis
- Rookie, years of service
- Monthly/social media

Communication and Listening

- Transparency
- Clear communication
- Have one person give the information
- Open discussion, maybe one time per month with liaison in other divisions
- Be more receptive to suggestions
- Suggestion box - anonymous

Accountability

- Span of control
- Get on the same page – consistency
- Be accountable for your actions

Collaboration between Division

- Interdivisional retreats + trainings
- Invite all to be together
- Quality partnerships
- Ownership w/ staff to share ideas
- More surveys of the workforce
- Introduce new employees across the agency
- Agency “bulletin” board- intro staff

Transparency

- Message board
- Increase ways to get messages to all staff
- Building relationships outside your division
- Remove communication barriers between levels
- Know who does what throughout the agency
- Linear communications

New Names

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| • Allied Aves Pursuit | • Dream team |
| • The Guardians | • The As-Pirates |
| • Moss Harbor | • Aspire-ation |
| • Not Just a Mirage | • ACES |
| • Soaring Aspirations | • Leaders empowered to make an impact |
| • Birds of a Feather conversing together | “The Impact Group” |
| • One team, one goal | |

Purpose Statement

- We are _____ (Metaphor)
- That does _____ (Action)
- For/To _____ (Impact)

Leadership Purpose Statement

We are a collective Spirit that unleashes energy through our words and actions. To support our mission and vision of making a positive impact on the people we support, our workforce, and the community