

ORGL 620 - Project Proposal

Jennifer Sturm

Finished product: Enhanced Employee Review Process

Desired project outcomes/results

Over my years in management, I've endeavored to improve our means of communicating employee performance and effectively stage interventions and training to shore up deficiencies and miscommunication. I've interviewed HR professionals and executives in our community and trade associations to discover their best practices. Although I've improved our review system, revelations experienced during my ORGL journey have helped affirm some components of our review process while showing me skills and approaches I can utilize to refine our system further. Reflecting on course activities and content, I believe we would benefit from incorporating our guiding values into our structured supervisory training and specifically addressing active listening and dialogic communication skills. Consistent reinforcement of our core values will help cement the culture of excellence and inclusivity of thought we desire. This reflection led me to consider the following:

- 1) How do we ensure our team understands our guiding values and why they are essential to our business and relationships?
- 2) How do we open the lines of communication and encourage dialogue that will foster understanding, respect, and ethical behavior?
- 3) How do we ensure this dialogue results in action, continuous improvement, and employee satisfaction?

Background description of the project

Employees who feel "seen" and included in the communication process have greater job satisfaction. Satisfaction typically leads to increased retention and loyalty. My project focuses on utilizing the communications audit developed in COML 504 as a source of information toward improving communication and transparency between employees and management. By achieving enhanced comprehension and alignment with company values and goals, I will enhance employee career satisfaction and personnel retention.

Project goals and objectives

- Develop and implement a training session that will equip supervisors with the skills and knowledge to effectively evaluate employees and communicate observations and data positively, leading to enhanced accountability, loyalty, improved skills, and goal achievement.

- Develop and implement an improved employee evaluation tool that achieves consistent, reliable feedback and helps to enhance communication and job satisfaction.
- Achieve a vehicle for the open and honest exchange of ideas, concerns and innovation.

Indicators/Measures of success

- Proof of knowledge of values and skills retained from Supervisors' training course (written and verbal evaluation results)
- Collection of actionable feedback from the supervisors' training course via a survey tool
- Collection of actionable feedback from employee review session via survey tool and/or direct interview
- Identification of common themes for future improvement of the system
- Improved data/feedback from a follow-up communications audit

ORGL Competencies: I will draw from competencies gained throughout my ORGL experience and will utilize specific projects from COML 504 (Communication Audit), ORGL 610 (Dialogic Communication), and COML 511 (Consulting & Training) in the development and execution of my project.