These are the engagement items on which we will focus:

GOAL CATEGORY:
Strength: Q01 – “I know what is expected of me at work” – ADMINISTRATIVE ORGANIZATION
Opportunity: Q04 – “In the last 7 days, I have received recognition or praise for doing good work” – EMPLOYEE RECOGNITION

Area of Strength:
The area of strength in the department is our administrative organization. The ABFP Department clearly outlines a procedural chain of command and a department hierarchy. Task delegation follows the chain of command, and then is ensued by continuous bi-directional communication, which takes place until the task is completed. The staff in the department knows what is expected of them in order for the tasks to be done in a timely manner. Cohesion, individual knowledge, and morale are strong factors that enable our administrative organization.

This is what we will do to upsurge faculty/staff/administration engagement on this item:

Administrative organization is our strength:

- The department will continue to improve teamwork by having open and continual communications within and between staff and management.
- The staff will be able to communicate in a precise manner with faculty and other departments.
- Persistence of working in a respectful environment.
- Management will continue to have an open door policy to encourage open and frank discussions

Area of Opportunity:
The area of opportunity is employee recognition. Employee recognition is proven to dramatically improve a department’s morale and ultimately increase productivity. Employees also feel a sense of accomplishment and take pride in the work they produce, which also increases the quality of the final output.

Employee recognition includes:

- Receiving recognition and praise for doing good work
- Encouragement of a person’s development
- Encouragement of a person’s progress

This is what we will do to upsurge faculty/staff/administration engagement on this item:

Employee recognition can be increased by being cognizant of the way each of us communicates with others.

For example:

- Individual recognition and acknowledgement will be continuous. The department will have monthly meetings to recognize the staff for job performance.
- An Employee Acknowledgement Program will be implemented to allow employees to receive praise for performing noteworthy tasks, from management and fellow co-workers.
- Interpersonal development workshops will be conducted regularly within the department, with 100% participation expected.
- Reviewing the goals of the Department will help increase communication and work-flow in the department.
- Periodic anonymous surveys will be conducted to gauge employee satisfaction.
This is what success will look like:

Success will show in the quality of the work that we do and the cohesion amongst the staff. Everyone on the team plays an integral role in getting the work done efficiently and effectively.

- Staffs’ self confidence will continue to increase as knowledge, development opportunities, and recognition is fostered within the department.
- Interpersonal communications will continue to grow within the department.
- We will continue to monitor our success through feedback received during the monthly meetings and periodic anonymous surveys.

This is how we will know we are making a difference:

We will know that we are making a difference by the following:

- Employees feel more confident and gratified in the work they accomplish.
- The staffs’ opinions are valued and acknowledged within the department.
- Employees are willing to go above and beyond the required responsibilities to assist their fellow co-workers, and ultimately, the department.
- The department staff members actively and willingly participate in the monthly and quarterly activities.

This is when we will review our progress:

We will review our administrative organization and recognition efforts with monthly staff meetings. In these meetings, everyone will be able to provide feedback and updated reports on individual, and group progress. We will also engage in the following:

- Quarterly team building activities,
- Periodic anonymous departmental surveys,
- Monthly Employee Appreciation Activity, and
- NSU Gallup survey.