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The Aspens

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1. The goal was to improve employee satisfaction through incentives/appreciation to the staff. Throughout the year, the director has made an effort to show more appreciation to the staff in staff meetings and overall communication techniques in order to increase employee moral. Director has also been meeting with staff more routinely in order to answer any questions from the supervisors in order to be on the same page as the staff. We also have been having supervisor communication/5dysfunctions training in order to overcome some employee's communication techniques. As per our yearly focus groups, overall employee satisfaction is on the rise.
2. The benefits is a happier staff. Happy staff work harder and are more likely to buy into necessary changes in the work place. Happier employees lead to higher employee retention and less turnover. The point is to serve the residents.
3. The people involved in this process is the corporate structure to make sure we can fulfill the process. The supervisors dysfunctions training is a great meeting to continually educate the long term employees. In theory the meeting is to increase their buy in so they can keep encouraging the new employees and help with the new hire orientation process. It takes the management team to continually give feedback to the director in order to adjust/change the current direction of meetings with the staff. It is extremely beneficial to get that feedback from the staff as well in order to maximize effectiveness.
4. We had monthly staff meetings and generally meetings with the supervisors once a month in the 5 dysfunctions training. The management team meets at least weekly. The director meets with staff on a as needed basis.
5. Buy in from the staff.

Staff members who do not want to changes.

Employees that you want on your side but are not able to inspire.

Time.
6. Different meetings with staff members/supervisors. Appreciation moments. Sometimes you cannot change employee thought processes. Some employees needed a change of venue.
7. The staff members I trust most are were the ones that completely undercut me and were the ones I could trust least.

8. Ask what can we learn? From a year ago it was a big learning curve for me. Still to this day a continuous learning curve. Give team members appreciation and support. We have been doing so many appreciation moments to make the staff feel appreciated.
9. It is a fine balance to make people toe the line while them appreciating you. Sometimes you have to back off and look at things from a different perspective. We are just human. Give more chances.
10. Continue on developing my skillsets. Continue to try and become a better person. Try to be a employer of choice. Try to be a boss of choice. Read more management development books. I have a lot on my list to read to help me develop and become better.