Quest for the Best Work Group Recommendations
June 2025

Legend: Short Term (yellow) · Medium Term (blue) · Long Term (green)

Communications	Action	Operational Procedures	Action	Staffing & Recognition	Action	Onboarding & Training	Action
Appoint departmental communications liaisons	6/15/25 - Conviening group	Improve education and communication of uniform standards		Add departmental gatherings and team building retreats	8/19/2024 - Directive to all CPFM Directors	Introduce FASS Admin Coordinator to CPFM Leadership	4/1/2025 - In Process
Create a "culture of listening" among supervisors and managers		Implement department specific mandatory training and suggest new training opportunities to staff		Emphasize peer-to-peer recognition systems and increase ways to provide positive feedback		Designate departmental onboarding coordinators to assist supervisors	6/15/25 - Conviening group
Add a "print & post" step to all CPFM communications	8/19/2024 - Done	Create staff and common resource directories	4/1/2025 - In Process	Improve Gold Duck nomination process, change to monthly awards	4/1/2025 - In Process	Review professional development goals during annual evaluations	Done
Provide opportunity for interdepartmental communication		Continue to identify priorities, utilizing feedback from annual reviews and departmental meetings	8/19/2024 - Directive to all CPFM Directors	Bring awareness to CPFM Mission, Vision, & Core Values; post consistently throughout CPFM	8/19/2024 - Part of Crew Visits	Discuss professional development goals with new hires	
				Provide training for job-specific communication skills		Review completed and upcoming training opportunities during annual evaluations	Done
				Provide team events like campus tours that are fun and educational	8/19/2024 - Directive to all CPFM Directors		
Add monitors in lobbies and break spaces to share communications		Gather input on uniform needs and preferences; Offer an exchange for gently used items to be donated and available to all		Utilize employee expertise in pre-project meetings and collaboration and provide adequate tools to complete the job		Develop CPFM Welcome Packet: letter from Mike, CPFM mission, department one-pagers, VPFA Org chart, acronym dictionary	
Communicate UO trainings, events, and opportunities to CPFM staff	Done - Newsletter	Offer a variety of training styles; Create shop-specific procedures; Create shared database of software issues experienced across CPFM		Improve breakroom environments and designate spaces for all, add outdoor space in compound, perform cost/benefit analysis for compound	In Process - Lillis	Confirm essential training needs at the division and department levels; include industry opportunities for each department	4/1/2025 - In Process
Create CPFM events calendar that all staff have access to		Involve employees in decision-making processes and communicate upcoming changes		Revise language around billable time, creating more flexibility with admin time		Develop department specific onboarding checklists; include a 90-day check-in with the supervisor	Done for FS, D&C
		Create a program for employees that leave CPFM to effectively share their institutional knowledge		Provide CPFM years of service gifts in addition to UO gifts, add recognition to newsletter		Consolidate standard tasks in one CPFM onboarding checklist	
		Allow employees to safely provide feedback on processes and supervisors		Create a feedback box or surveys; promote the use of 'Questions for Mike' email		Supervisors identify position specific training and professional development opportunities	8/19/2024 - Directive to Directors

		Consider a shadowing opportunity between supervisors and employees		Implement Exit & Stay Interviews for employees who wish to participate	8/19/2024 - Directive from SVPFA		
Invest in Spanish translations of the Newsletter and other relevant communications		Designate unit AIM/UKG/software users to recieve extra training and act as point of contact for issues; Schedule refresher training	8/19/2024 - Requested Names	Add professional and skills development training, cross-training, mentorship programs, shadow a coworker day, more developmental opportunities		Share with staff the budget available for trainings	
Create CPFM directory with details on area of expertise and contact information	In Process	Create a SharePoint site to act as a database and shared information hub for CPFM employees	In Process	Emphasize work/life balance equally across units, and educate staff about available resources		Create and share the process for employees to request training, and the criteria used for approval	
Add drop-in computer stations for trades and custodial		Consider fund sharing for uniforms within CPFM, redistribute funds not being used by all departments		Ensure timely annual reviews that include future goals, 5-year plans, and desired training for employees			
Add a "How can we help you?" section to CPFM home page, includes common links		For new policies or changes, provide communication so staff are aware of efforts being made to address their concerns		Share HR timeline and hiring process with candidates, encourage denied candidates to reapply to University, and send a sincere note to rejected candidates after applying			
		Ensure PDs reflect duties performed and that new hire expectations are clear		Increase pay scale to match or beat local industry trends; provide additional incentives when able			
		Improve use of iPads: boost WIFI, provide hotspots, add cellular connectivity, enhance offline apps	In Process				