

## Recommendations Summary for Staffing and Recognition

June 5<sup>th</sup>, 2024

### Short Term Recommendations:

1. Add variety to CPFM gatherings and mixers by adding small-scale department-specific gatherings, in addition to the CPFM-wide larger events, or providing opportunity for team building retreats for all departments.
2. Emphasize a peer-to-peer recognition system and increase ways to provide positive feedback. Specific recommendations are to emphasize the use of “Kudos cards” and create a “Golden Egg” recognition program that would provide a supply of low-value gifts and chocolate eggs for employees to grant as recognition.
3. Revamp & improve access to Gold Duck awards by upgrading the nomination process and increasing the frequency of nominations to monthly instead of quarterly.
4. Provide opportunities for team bonding by providing more team events, encouraging team bonding between individual units, and providing campus tours that are fun and educational.
5. Bring training into all groups by providing training for job-specific communication skills and unit specific training to enhance team dynamics.
6. Raise awareness of the CPFM Mission, Vision, & Core Values by consciously considering and incorporating them into decision making and confirming they are posted consistently throughout CPFM.

### Medium Term Recommendations:

1. Improve staff space by providing designated breakrooms for all, adding outdoor space in CPFM compound, improving breakroom environments, performing cost/benefit analysis for the CPFM compound, creating transparency about decisions regarding one’s workspace, and lastly ensuring health and safety standards are met for all spaces.
2. Improve employee-manager relationships by creating opportunity for pre-project meetings and collaboration, relying on employee expertise, encouraging employee innovation and involvement through transparency and shared ownership, and providing adequate tools to complete the job.
3. Create a shift in billable requirements to increase efficiency, pride, and productivity. Revise the requirement to track every minute and create a cultural shift that not all time is billable. This will reduce employee fear when using a code for billing admin time, will increase morale for employees, and encourage employee participation in CPFM gatherings.
4. Implement Exit & Stay Interviews for employees who wish to participate.
5. Improve CPFM Years of Service Recognitions by emphasizing authenticity, specificity, and personalization, provide CPFM years of service awards in addition to UO gifts, and add recognition to newsletter regularly in employee spotlights.
6. Encourage and improve feedback channels by creating a feedback box or surveys and promoting the use of ‘Questions for Mike’ emails.

### Long Term Recommendations:

1. Continue to add professional development training and cross-training opportunities by setting up mentorship programs, create shadow a coworker day, mimic Facilities Services developmental opportunity, and invest in skills development training.
2. Increase flexibility and promote health and wellness by emphasizing work/life balance, flexibility for doctor's appointments equally across all units, and resources to educate staff about available resources.
3. Ensure timely annual reviews by providing deadlines for supervisors. Reviews should include future goals, 5-year plans, and desired training for employees.
4. Improve communication and process with HR during the hiring process by sharing information regarding timeline and process for hiring, encouraging candidates to reapply to the University, and sending a sincere note to candidates after applying.
5. Continue to push increased pay scale for positions to match or beat local industry trends or provide additional incentives when able.