

“Coaching” a Positive Experience

The Team/Customer Model



We create a positive customer experience when we engage and....

Appreciation

How we treat each other is an essential first step of creating a great work culture.

Communicate

We invest time to learn our team’s specific levels, and mediums of desired communication, and seek opportunity to build trust.

Listen

We invest time to understand individual and team needs.

Standards

We consistently share our section’s purpose/role.



Growth

We take interest in our staff’s career and life aspirations.

Vision/Direction

We are approachable; we provide a consistent vision for success.

Delegation

We strive to develop staff skills through delegation.

DET Senior Leadership employee engagement vision:

1. We positively engage with employees as it is an essential component of successfully executing DET’s mission and vision.
2. We consciously seek to create an inclusive work climate built on integrity, honesty, and trust.
3. We take time to get to know employees and what positively impacts their performance.
4. We value and promote a sense of urgency, and purpose in our actions.

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Communicate

We invest time to learn our team's specific levels and mediums of desired communication, and seek opportunity to build trust.

How we engage teams:

- We provide daily informal 1-1 touchpoints (to demonstrate caring).
- We have informal weekly team meetings (to measure progress).
- We offer 60-minute monthly formal team meetings with agenda to review results, confirm direction.
- We informally ask if more or less communication is needed.
- We build trust by using open, honest, and timely communication.

Listen

We invest time to understand individual and team needs.

How we engage teams:

- We ask for levels of support needed to carry out tasks.
- We include others in decision making process.
- We ask three questions to verify understanding before responding.
- We listen for buy-in confirmation, ask questions if it's not heard.
- We ask for opinions and create a safe place for others to share their opinions.
- We are open to other opinions, and honest with feedback.

Standards

We consistently share our section's purpose/role.

How we engage teams:

- We demonstrate collaboration by including others to create processes and we always act with a sense of urgency to our staff commitments.
- Once a process has been created, following process documentation is an expected standard to be followed by all team members.
- We use metrics to evaluate our service delivery success.
- We inspect our expectations on high profile projects to demonstrate the value of urgency and commitment.
- We update our Outlook calendars to proactively communicate with our team.

Delegation

We strive to develop staff skills through delegation.

How we engage teams:

- When unable to attend, we ask staff to represent our section at DET and customer meetings.
- We invite team members to join customer/staff meetings to evaluate if we heard the same message.
- When delegating, we provide and communicate the necessary amount of authority to the delegate so he or she can accomplish the task.

Vision/Direction

We are approachable; we provide a consistent vision for success.

How we engage teams:

- We consciously take time to walk around and gauge individual levels of engagement with customers, co-workers, and projects.
- We avoid making quick judgments; rather, we listen to outcomes and use metrics to guide conversations.
- We use decision points to engage employees in project communication.

Growth

We take interest in our staff's career and life aspirations.

How we engage teams:

- We annually discuss training plans with each team member (find meaningful training).
- When possible, we delegate tasks to develop staff skill-sets.
- We promote inclusion at team meetings and events.
- We provide opportunities to learn from each other and to find mentors.
- We value our own growth and seek out new areas of learning and improving.

Appreciation

How we treat each other is an essential first step of creating a great work culture.

How we engage teams:

- We look for opportunities to compliment staff, and acknowledge their efforts.
- We find fun ways to celebrate individual and team success.
- We consistently plan food events to socialize with team members.
- We take time to have meaningful annual performances reviews.