Discussion 2

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Discussion 2

The office I currently work for recently restructured and changed its name from Professional Development and Training Office to Workforce Engagement & Development. The name change is due to the significant expansion of our business activities which now include workforce engagement, inclusion, professional development organizational development & the business development program. We changed our vision to also better guide us with the mission and strategic goals of the human resources department. Our vision is as follows: "A great workplace where employees **Trust** the people they work for, have **Pride** in what they do, and **Enjoy** the people they work with." (M. Beckford, personal communication, April 11, 2012).

This vision embodies some fundamental values that every employee could appreciate and strive to have as a work environment. Who wouldn't want to work for a great workplace? Now, this vision puts a lot of weight for leadership to create this environment for the whole university. Being that this is our new vision and that the university is currently restructuring, I do believe that they are striving for this to be the direction they are heading towards. This vision is currently applicable to my department and in the future can be reflected throughout the organization. Currently, in our Workforce Engagement and Development (WED) office, leadership has gained our trust through clear communication and feedback. Our team works really hard and takes pride in what we do through words of appreciation, promotions, and recognition. We enjoy the people we work with by taking an interest in each other's personal and professional life. With leadership's support of our development and future we openly communicate and try to create an environment that celebrates our personal and professional successes.

Being that this vision is currently a reflection of our department, I think we can be role models and leaders for change across the university. One of our department's goals is to develop

a culture that fosters engagement and accountability to ensure that we are considered as a great place to work by our employees. With time and a lot of effort we will assist in developing the tools and processes to support the organization with these specific needs and initiatives.

Discussion 3

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Discussion 3

In the social service sector we chose to use a couple of different methods to communicate. Our primary method of communication is the discussion board. This is where we exchange documents, notes, and any other information that we plan to use for each period. This area was created by the professor for each sector and we agreed it would be the best way to document our work and demonstrate collaboration. We reached our decision by communicating with each other in the discussion board area. The Wimba Live Classroom is our second method of communication. This method of communication allows us to chat, speak, and share information with each other synchronously while keeping a record. The recorded Wimba session allows us to review the meeting or view a missed meeting. Our team quickly agreed this was the easiest medium for us to communicate simultaneously and show the professor the work we put in for each period.

Our sector decided to be prepared just in case any issues might come up during the semester by creating a schedule of assigned duties with back-ups. This schedule allows us to have a little flexibility, holds us accountable for our work and helps keep us organized. We also created a contact sheet with each team member's information in case we had an emergency or couldn't reach each other through the discussion board. I think our sector has been very collaborative and has worked diligently this first period. We have prepared ourselves for any anticipated issues and are frequently and openly communicating with each other.

Discussion 4

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Discussion 4

The social service sector has a strong teamwork and communication culture. We all strive to focus on equally dividing work, holding each other accountable and exchanging information on a weekly basis. We use online discussions to support each other and collaborate on work needed to get done. We trust each other's competencies and respect one another by managing our time and turning in assignments before the deadline. Maxwell (2001) talks about the importance of communication in a team and how it impacts the team's overall effectiveness.

Even though our sector has a strong communication culture, there is always room for improvement. We can improve communication by openly sharing our weaknesses and strengths with each other. This can aid us in building a culture that is supportive and will strengthen the team as a whole. If we all agree towards the goal of success we can help each other reach it through hard work and commitment. By openly sharing our weaknesses each team member can take the initiative of helping a team member develop their weaknesses and hold them accountable for fulfilling the team's overall expectations.

Another way for us to improve our culture is to tap into each other's strengths and by not allowing our team to become complacent. As a team with good communication we need to continue to reinforce the importance sharing information, whether it is good or bad. We need to ensure that we are all aware of what's going on and not allow the communication flow to stop. This open communication will strengthen our team by making it more efficient and will enable us to collaborate effectively. As we strive to be a successful team with great communication we will continue to improve as individuals and collaboratively by encouraging each other and stepping up to the challenge when needed.

References

Maxwell, J.C. (2001). *The 17 indisputable laws of teamwork.* Nashville, TN: Thomas Nelson.

Discussion 5

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Discussion 5

I have mainly worked with a great leader the past eight years in my organization and have seen her demonstrate how to work with various types of influential people and still stay ethical, influential, and respected amidst office politics. My boss has a strong sense of values and work ethics, yet knows how to influence and get buy-in from those around her. Working with the highest level of leadership in our organization, I have seen her transform our department from a small barely existent area to something valuable to the whole organization. Through hard work and consistently providing excellence, our department has flourished and continues to grow. The impact our team has had is priceless and is touching every department and leader at our organization. My boss started out with a vision and is firmly standing behind them when working with our leaders and making a positive impact on our organization through engagement, professional development, organizational development and diversity and inclusion programs set-up across our organization.

A negative example that I have seen of political influence has been that of executives and managers in a certain department that played favorites when hiring and/or when making decisions based on preferences and schmoozing rather than hard work and ethics. Unfortunately, those individuals lacked the skills and competencies needed to fulfill their job duties properly. The poor decisions made from the political influences then led to a domino effect of bad leadership, direction, and vision which eventually led to a huge crisis in that department that negatively impacted the organization. Staff morale dropped, production and quality went down, and overall communication became non-existent. This creates a vicious high-turnaround for this department and cost the organization a lot of time and money not only to refill the positions, but to deal with all the issues that arose from that single department.

Discussion 6

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Cornerstone OnDemand

Last August we implemented a new learning content management system at my organization called Cornerstone OnDemand. This learning content management system serves a variety of purposes from hospital compliance training, online registration for courses, as a registration tool, to hosting online or blended leadership training. This technology is useful to enhance my leadership skills because it allows me to complete media-rich online trainings that will enhance my current leadership knowledge. This technology also allows my supervisor to address identified competency and skill gaps from my performance appraisal and assign particular trainings. Once I complete the assigned trainings, I will have the opportunity to apply the new found knowledge and skills throughout the year. In order to have continuous support from my manager and from my peers, I can utilize the collaboration feature to discuss different case studies, share experience and application of what I learned, ask questions, and receive helpful feedback to be implemented on the job.

Cornerstone's Learning Cloud offers "maximum results with any type of training" (Cornerstone OnDemand, Inc., 2012) through various options in this learning environment. My personal experience in using the system to enhance my leadership skills have been by taking some self-paced online training modules on topics, such as project management and communication. I have also used this system to register for some leadership webinars and instructor led trainings that were recommended by my supervisor. The learning content management system is a great tool that is accessible at any time of the day for busy professionals. This system is available to all employees at my organization and if used properly, gives each one an opportunity to enhance their knowledge and leadership skills. Most of the trainings have an application and a collaboration piece to help the employee have community

support and a chance to practice what they learned. This process of learning and knowledge

sharing boosts our employees' competencies and increases the organization's efficiency.

References

Cornerstone OnDemand, Inc. (2012). Maximum results with any type of training. In
    Learning cloud. Retrieved from http://www.cornerstoneondemand.com/mid-size-
    business/talent-management/learning-management-cloud

Discussion 7

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Change

Recently, our organization had many changes, but one of the biggest changes has been the implementation of a system to all the hospital and clinics. This system is called UChart, a new electronic medical record (EMR) system implemented to enhance our organization's customer service and access to patients' medical information. The university's hospitals had kept patients' medical records by paper prior to this implementation. The paperless system is something new and foreign to most employees, but the overall impact of this change will be a benefit for everyone.

Slope of Enlightenment

Two years after implementation, I think this change in process has been effective for the university. As with any change in an organization, we had to go through a lot to get to this point. We had to gain buy-in from upper management down to all the staff using this new system. After promises of all the benefits this system could do, we have had to train our staff and implement the UChart system. After implementation, we have had several successes and failure stories. Through resistance of change and trial and error we have progressed to a "Slope of Enlightenment" (Gartner, 2012) where the organization as a whole understands the purpose of the new system and has the basic understanding of how to use the system. This change is not an overnight process and takes several years before completely being utilized in every medical area and reaching its potential and capabilities. The next steps are to continue implementation until all areas have complete access to this system and to continuously communicate and train staff on the UChart system. So far, the overall impact of this change has been positive for the organization because it has helped us become progressive with the technology that other hospitals are using and has made it easier to keep track of patient medical information. This change will continue to

improve the overall service we provide and will decrease the margin of error or loss of medical

records.

References

Gartner. (2012). Research Methodologies. Retrieved from
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