

**ORGANIZATIONAL FEEDBACK/INFORMATION SHARING**

**1.0 Purpose:**

- 1.1 To create an environment for the expression of ideas, concerns and opinions of all employees by establishing a communication system to supplement the organization's formal chain-of-command.

**2.0 Scope:**

- 2.1 The City recognizes the importance of involving all employees in its efforts to reach our primary goal to "be the best-managed, fiscally-responsible and appealing community and promote a community spirit of trust, respect and citizen involvement." It also recognizes that effective communication is best achieved through mutual understanding and the sharing of information, responsibility, and why and how decisions are made.
- 2.2 This program has the following objectives:
- a) To help employees understand the decision-making process and get their input;
  - b) To develop leaders and leadership qualities in as many employees as possible;
  - c) To create teamwork;
  - d) To build employee commitment to organizational goals and to public service;
  - e) To develop and nurture effective communications and cooperation throughout the organization.

**3.0 Policy:**

- 3.1 The communications process will consist of four primary areas: work group meetings with department heads or labor-management meetings for those with collective bargaining agreements, work group feedback meetings, informational meetings with the City Manager and Director of Human Resources and individual employee communications.
- 3.2 The Director of Human Resources will help ensure that the feedback process is consistent with this directive, as well as attend meetings when requested by employees.
- 3.3 Work Group Meetings with Department Heads: The department head shall meet with each of their work groups at least twice a year. More frequent meetings may be called.
- a) The department head shall meet with the work group to discuss suggestions, important department subjects, policies and other pertinent topics.
  - b) The department head shall report to the Director of Human Resources and/or the City Manager any unanswered questions which require a response by the Office of the City Manager.
  - c) The City Manager or Director of Human Resources will participate in departmental meetings upon request.

- d) Scheduled meetings will be held on City time as much as possible. When an "All Hands" meeting for the Police Department, Fire Department or Water Plant Section is required, reasonable overtime is authorized.
- e) Labor-management meetings will be held as outlined in the individual collective bargaining agreements.

3.4 Work Group Feedback Meetings: The feedback work groups may meet when the work groups feel it is necessary after notifying the department head or the department head's designee. The Director of Human Resources, department head or department head's designee (Superintendent, Assistant Director, Deputy Chief, etc.) will attend these meetings if requested to do so.

The feedback process must include:

- A detailed description of the problem;
- A list of possible solutions, including the positives and negatives of each solution;
- Definition of the problem and the solutions should not be made "personal" or "attacking", but should be presented in an adult, professional manner;
- The above items should be written up and presented to the appropriate person for review, i.e., supervisor, superintendent, assistant director, deputy chief, department head, Director of Human Resources or City Manager; and
- A response detailing a decision will be prepared in writing in a timely fashion by the person(s) being presented with the feedback

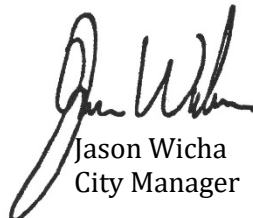
3.5 Informational Meetings: At least annually the City Manager and Director of Human Resources will hold meetings with all City work groups to give updates on various items of interest, including projects, budget, policy changes, and to solicit input. **The City Manager may hold Management staff meetings periodically, with the intent that information shared in these meetings is passed on to the workgroups.**

3.6 Individual Employee Communications: All employees are encouraged to meet with the Director of Human Resources on a one-on-one basis to discuss personnel policies, benefits and pay questions, or any other items of interest or concern.

Employees are also encouraged to discuss suggestions, questions and comments about procedures affecting their jobs on an individual basis with their supervisors or department head.

#### 4.0 Distribution:

4.1 Employee Information website: [www.citylf.org](http://www.citylf.org)



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