

4. Support the professional development and retention of committed and competent staff.

Admin

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
4.a	Improve Professional Development and Training of FMS Staff	FMS staff receive routine training and professional development on an annual basis	<ul style="list-style-type: none"> •Assess training and professional development needs of all FMS staff •Explore training and professional development options for staff • Make training and professional development available to all FMS staff on an individual basis •Conduct annual FMS division wide training •FMS training and professional development needs identified •A list of options developed for training and professional development (including those that are budget friendly) 	<ul style="list-style-type: none"> •33% of all FMS staff attend individualized training or professional development •Annual FMS division wide training conducted

Economic Assistance and Work Services

	Initiative Area	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)
4.a	Staff Motivation, Morale, and Retention	Ability to measure worker satisfaction and track it to determine progress.	<ol style="list-style-type: none"> 1. Develop recognition and morale building strategies. 2. Develop a method for measuring worker satisfaction and a tracking methodology. 3. Develop or research satisfaction survey to gather information from staff. 	<ul style="list-style-type: none"> •Effective tool for measuring satisfaction is implemented •Increase in worker satisfaction.
4.b	Communication	Develop communication with staff to make them aware of significant achievements and workload connections.	<ul style="list-style-type: none"> •Form a workgroup to examine what types of communication we can enhance to ensure that staff understands the scope and importance of their work. •Implement recommendations of group. 	<ol style="list-style-type: none"> 1. Recommendations for enhancement of communications. 2. Implementation of at least three initiatives from the workgroup.