

project RESA

Spotlight

Meeting Date: February 26, 2018

Goal of meeting:

Continue to "Brainstorm a system approach to helping staff feel appreciated."

Business Items:

1. Continued discussions about Berrien RESA's culture.

Defined how we think about our shared beliefs:

- Quality: Would I recommend this service, job, organization to others? We offer services to others while using and building upon shared knowledge.
- Respect: We make decisions after having looked at a situation through someone else's perspective.
- Leadership: Leadership may look different for each employee. Leaders should empower others and provide guidance, direction, facilitation, work to development others and can be found at every level of the organization.
- Partnership: Trust, common goals recognizing everyone's strengths, encouraging equity, complement each other's strengths/weaknesses.
- Compassion: How can I help someone have a better day? Look out for each other, improve someone's situation, and be empathetic.

2. Activity: Discussed situations in the organization where there may have been inconsistencies in Berrien RESA's culture (as part of Culture Guide development). Inconsistencies were found in transparency, leadership development and communication.

3. Clarification: Many requests being received by the Project RESA team are not related to the mission of the group (focusing on the climate and culture of Berrien RESA). Some suggestions and requests can be handled directly by staff. As such, these items will be forwarded directly to staff. However, the progress and outcomes will still be reported in the Spotlight in the "Suggestion Box" section.

4. Goal for next meeting: Continue conversation about culture.

Old Business: None

Requests from Management Team: None

Communications Received from Management Team: The Management Team participated in a [culture activity](#) based on an article from the January-February 2018 Harvard Business Review called the "[Leader's Guide to Corporate Culture.](#)"

Questions addressed by Project RESA

Question-I would like to know what are the policies and procedures for creating new positions and then hiring people for those positions? It seems that people are chosen beforehand without proper consideration of others who may be interested or well suited for the position. There does not seem to be reasonable formal notification of opportunities within the organization. Certain hiring needs are communicated through email while others are not.

This question was addressed in two parts. The first part relates to the step-by-step procedures that Berrien RESA follows for hiring staff. Please refer to the [Human Resource Department Protocols for hiring staff.](#)

What is Project RESA?

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Team Members:

- Autumn Poole
- Chris Machiniak
- Chris Martin
- Craig Blasko
- Craig Kuhn
- Cyndi Ursprung
- Eric Hoppstock
- Jamie Ely
- Jessica Mcauliffe
- John Phillips
- Karen Heath
- Katy Foster
- Kevin Clark
- Leanna Sysak
- Lorinda Robbins
- Melanie Foster
- Tiago Baltazar
- Tonya Snyder

Share your ideas!

You are encouraged to share your ideas and suggestions with the Project RESA team. Contact us via email at projectresa@berrienresa.org or you can fill out a [Google Form](#) that will allow you to submit your thoughts without anyone knowing who submitted the comment. Please be assured, Berrien RESA cannot identify who submitted comments through the form.

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Background:

Participants from every department and building were invited to participate in the think tank (February 2017). Nearly 20 people joined the group. Committee members have agreed to serve on the committee for at least one year. An open invitation to participate will be offered to the RESA family annually.

Principles:

Project RESA is founded on two overarching principles; candor, and the concept of no authority. This means that all conversations had by Project RESA members will be honest discussions. No authority means that while the group is not a decision-making entity, it will make suggestions on ways in which issues may be resolved. Those ideas will be shared with Berrien RESA's Management Team. It will be up to Management Team to make decisions for the organization.

Communication:

To help keep all Berrien RESA team members informed of the topics being discussed by Project RESA, the suggestions being made to Management Team, and the decisions being made by Management Team regarding those suggestions, Project RESA will be issuing a "Spotlight" after each meeting. Spotlights will be shared via email as well as highlighted during staff meetings.

The second part of the question was difficult for the Team to decipher as there was no context provided. However, the comments did address that our organization has "culture inconsistencies" in that there is a lack of communication about why positions are available (new program development), how we invest in our employees (leadership development) and how opportunities are shared with staff (communication). These inconsistencies were discussed as part of the Team's group activity (see #2).

Question-Do we, as an organization, apologize appropriately? Do we have critical conversations? Do we practice mindfulness?

Project RESA did not have an opportunity to discuss this question but plan to address it at the next meeting.

Communications Received from Staff via email or online form dealing with our organization's culture:

- 1. Comment-Since we work in an open space area, it is mindful to keeping our group, phone or coworkers conversations low and quiet. It is very distracting for those trying to work and hearing the talking and laughing.**

Project RESA did not have an opportunity to discuss this comment but plan to address it at the next meeting.

The Suggestion Box:

- Question-It would be great if the Blossomland pool was available to staff after work. I understand it is available three days/week in the morning, but this arrangement doesn't work for staff who has to be at districts for early meetings.**

Per BLC Principal Tina Lawson, in order for anyone to use the BLC pool, a (paid) lifeguard needs to be on duty. For those outside groups who use the pool, they have made arrangements via Building and Grounds and pay a lifeguard for pool use during after school hours.

- Question-Please provide some recycling bins for water bottles/plastic around the Admin. Center.**

This question has been referred to Building and Grounds.

- Question-Since there has become so many rules about our website and there are so many stipulations why don't we consider hiring a web designer that strictly works on the web page. Everyone would be required to submit their information to this person and they would update the web making sure it is ADA compliant. They could continue to monitor it making sure links work etc.**

This question was referred to Communications.

When the website was redesigned, it was requested by building and department administrators that they each have designated "content editors." Content editors have direct access to specific sections of the website and have been granted real-time editing rights. Berrien RESA's Content Management System (CMS), allows multiple content editors to work on a web page at the same time as well as directly publish information. This is most helpful when, for example, a staff member is sharing a resource at a conference and would like to make it instantly available to the individuals being trained. Through this group editing approach, all sections of the website can remain current and provide some customization based on how buildings and departments want to share information.

Berrien RESA also purchased a tool called Siteimprove that crawls the website looking for spelling and grammatical errors, broken links and ADA Compliance violations. Additionally, the Communications Office performs a visual audit every 6 months looking for outdated materials and formatting concerns. Content editors are invited to participate in annual training regarding ADA compliance rules as well as have access to the Communication Office for website support as they are editing.

Upcoming Meeting Dates

(All meetings will be held from 3:15-4:15 p.m.):

- March 27 - Admin. (Distance Learning)-special two-hour meeting
- April 25 - Admin. (Room E-invitation sent to staff to welcome new members)
- May 31 - BLC (B-Pod)
- June - No meeting