

## **16E.28A22 Target #5 FAA Ratings by Employee: Increase the Agency's Best Places to Work ranking in federal government sub-components to the top 31%. Due September 30, 2016.**

Special Designations: Corporate STI

### **Commentary (July 2016)**

The Partnership for Public Service (PPS) issued a specialized report titled "Connecting HR, IT, and Contract Specialists to their Agency Missions." PPS analyzed 2015 Best Places to Work in Federal Government data and identified three factors that have the greatest influence on job satisfaction and commitment in the HR, IT, and Contract Communities and how strongly they feel connected to the mission of their agencies. Those main factors are; serving as an advisor, strategic partner, and team member; having a culture of creativity and innovation; and investing in learning opportunities to connect employees to the mission. The report shares actions agency leaders can take to foster an environment where specialists feel connected and engaged, such as ensuring that employees' talents are used well; that they are provided the opportunity to be creative; and that they have access to training that improves their skills. Also, agency leaders should communicate with employees about the importance of their mission-enabling roles and the need for collaboration, as well as identifying ways to reward innovation and encourage 'holistic thinking' among specialists in these occupations to improve their connection to the mission. Out of 18 large agency rankings on job satisfaction and commitment, DOT Contract professionals were ranked 6th, followed by HR Specialists ranked 13th, and IT Specialists ranked 16th.

### **Commentary (June 2016)**

OPM is sharing promising employee engagement practices that they have collected across federal agencies over the last year that align with and support their new research on key engagement drivers. Showcased this month is a promising practice called "Collaborative Management." Keeping lines of communication open within organizations can begin to create a culture change toward a more cooperative and collaborative work environment. This promising practice can involve training senior leaders and managers to be effective communicators and equipping them with the skills to motivate a team, to provide meaningful feedback to employees, and to be more active listeners. Best practices have shown that leaders need to share information regularly and openly with employees. Some agencies are beginning to use employee advisory committees to identify and surface common issues, and are conducting listening sessions to learn what employees' experiences are like in the agency, and then creating action plans with short and long-term steps the agency will take to improve the work environment and culture.

**Status Table (Qualitative Metric)**

<b>Period</b>	<b>Actual</b>
<b>01/2016</b>	<b>Green</b>
<b>02/2016</b>	<b>Green</b>
<b>03/2016</b>	<b>Green</b>
<b>04/2016</b>	<b>Green</b>
<b>05/2016</b>	<b>Green</b>
<b>06/2016</b>	<b>Green</b>
<b>07/2016</b>	<b>Green</b>

✓ Indicates that the item is complete.