

To: Networks Northwest Board
From: Matt McCauley, Networks Northwest CEO
Subject: CEO Staff Feedback Results
Date: November 29, 2018

Thank you to those who participated in the Board CEO survey, conducted in October 2018. In addition to your participation in my performance review, Networks Northwest and MI Works! staff were invited to provide input. From staff, there was great feedback that has been summarized as follows:

- The survey was sent to the 90 staff members of Networks Northwest. With 41 responses, there was a response rate of 46%.
- Overall the results were positive as indicated by the overall favorability of the responses (the percentage of strongly agree and agree out of a 5-point scale)

Q1. The actions of the CEO show consideration for the organization and its teams. (92.5%)

Q2. The CEO does not "micromanage" (i.e., get involved in details that should be handled at other levels). (82.9%)

Q3. The CEO keeps the organization focused on our priority results/deliverables. (75.6%)

Q4. The CEO regularly communicates to staff. (58.7%)

Q5. The CEO shows consideration for the community. (78.0%)

Q6. The CEO shows consideration for me as a person. (75.6%)

Q7. The CEO has the technical expertise required for the position. (73.2%)

Q8. The CEO has the social expertise required for the position. (87.8%)

Unedited comments received from open ended questions...

Q9. What would you recommend the CEO keep doing?

- Spending time with staff.
- Matt, I appreciate the fact that you are visible not only in your job and the community, but that you also come to our NW Michigan Works! Service Centers. I think this is crucial to our blending of staffs (NN and NWMWA). Keep up the good work!
- Being involved with community partners
- Collaborating and forward thinking to keep our Region on top
- Continue to communicate with staff. Open lines of communication are always a valuable asset to any organization.
- Keep up the great work Matt! I think things seem to be working well and that we are headed in the right direction! I really right working with Networks Northwest and Michigan Works.
- Interacting with as many employees as he can so that we all feel comfortable sharing our thoughts/ideas with him in return.
- The orientation training sessions
- Staying visible and in communication with the team. Keep our organization progressive and proactive. Continue to re-evaluate and update salaries. Continue to lead our organization by our values
- Keep acknowledging everyone and engaging with everyone!

- Communicating with all staff as often as possible creates a workplace that feels valued and respected, gaining better talent retention as a result.
- Developing a statewide network for economic and workforce development
- Stay abreast of issues like your article on childcare, which affects job seekers.
- Keep doing what you're doing! Great job!
- Encouraging wellness, adjusting wages to going market rates, and holding events to help employees feel valued.
- Continue being accessible to all staff.
- Continue as he is currently doing
- Continue on doing just as he is...Fantastic Job!!!
- Spend time in the centers twice a year? Half day in each center just to chat with staff.
- Meet staff and leadership as much as possible. Good to know your leader is involved!

Q10. What would you recommend the CEO do differently?

- Try to create more personal connections with staff to better understand them as people, as well as their projects/programs. Build relationships with staff. Share information about decisions the organization is facing and ask for input/ideas - it's a way of recognizing others' contributions and expertise.
- Nothing differently. Continue being visible and available for open door sessions. I think that NN and NWMWA need to do more things together and be more aligned--from outings, to events to salaries, etc...
- Nothing
- Communication is key
- Spend time with staff in informal settings.
- Set consistent job expectations for staff and follow thru with those who are unable to comply (especially long term employees). All play by the same rules. No more "that's just _____"
- More communication to all staff explaining the goals/objectives of the org as a whole, and how each division is working toward them would help us all feel like we're on the same team and that there's less separation between depts.
- Nothing comes to mind
- When someone is separated from the organization, it would be nice to have a more consistent message to communicate to the organization. Currently, some messages are lengthy and well-wishing whereas others are short and direct (almost seeming curt). I think a little more consistency would be better received by the majority of recipients with no insight or information.
- Ask community members (in a range of different communities we serve) what Michigan Works does. If it seems like they know, and would send people our way/utilize our services, great! If not, consider advocating for raising awareness of Michigan Works! and our services.
- Matt is doing a great job in his new role as CEO, as is noted by the fact that he is asking us to take this survey. Just knowing that we can go to him with questions can be helpful.
- Drop in casually now and then
- Nothing that I can think of.
- Look into ways to provide more support for baseline staff. We have a lot of administration but not many case managers.
- Attempt to create an atmosphere where everyone feels safe speaking their mind (in constructive manner). Ask open ended questions for improvement. Have different people organize and lead leadership quarterly meetings. Work to make everyone feel it is a safe space to speak freely.
- No changes at this time.
- Can't think of anything he should change :)
- Nothing at the moment.

Full results are available upon request.