

YourCity Department

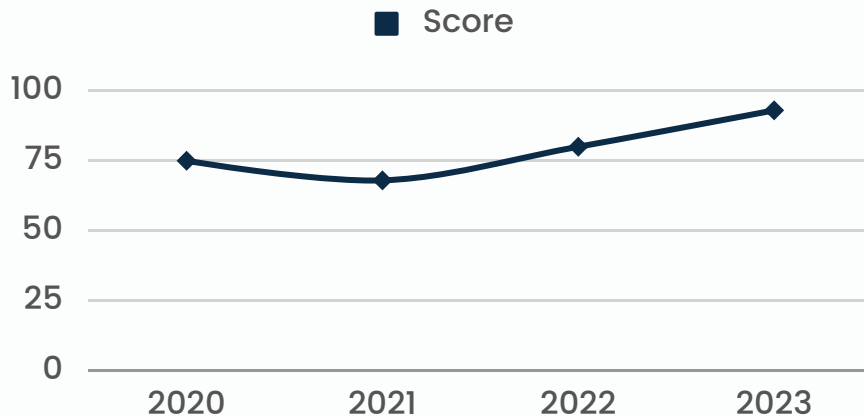
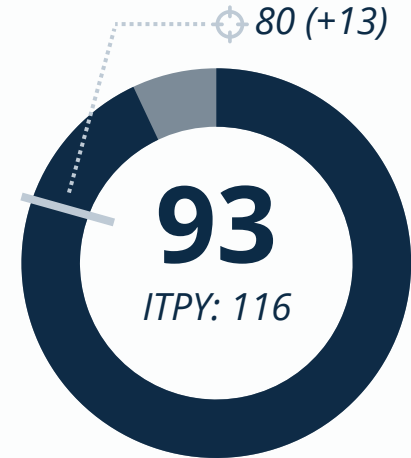
Workplace Scorecard 2023



YourCity Department

Workplace Scorecard 2023

1. High scores on personal dimensions indicate that providers feel less stressed than other comparable departments.
2. There have been decreases in critical development dimensions. Have there been leadership changes over that last year? We should get together and brainstorm solutions.
3. There have been some significant gains in organizational dimensions. Let's continue these initiatives.



Actions:

1. Continue organizational initiatives
2. Meet to brainstorm development dimensions

Questions:

- How was the last recruitment drive?
- Are you continuing the community meetings?
- How is the community medic program going?

Summary

Workplace Scorecard 2023

BLUF

YouCity Fire Department has significantly improved in some areas over the previous year. There is room to improve on some critical dimensions and refine existing initiatives.

What is driving the results?

Many people (48% of respondents) may feel stagnant in their careers and don't quite fit in the current environment. This group feels that EMS/Fire is a calling, however. They believe they can talk to leadership, but leadership isn't open to suggestions. They feel that the balance of training and the manner of training is out of balance, likely a need for more medical. From a leadership perspective, this group feels over-managed and would like to take more control of their decision-making ability. Lastly, they do not feel well represented by the union.

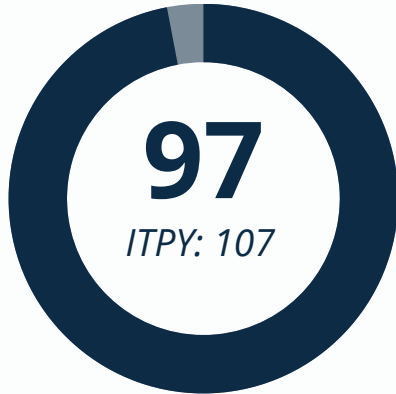
What to do next

Let's get together and brainstorm some ideas. The Organizational initiatives seem to be working, but I'm concerned that there may be an increased presence of ranking officers and senior leaders as a result. This may inadvertently give the impression of micromanagement, impacting the team's sense of autonomy and ownership.



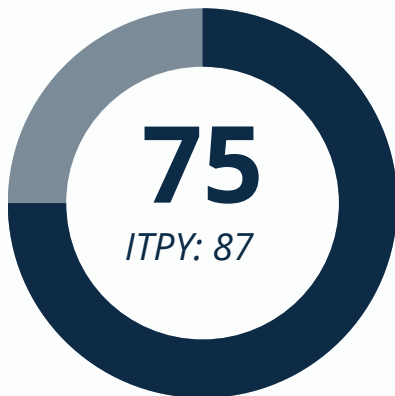
Dimension Breakdown

Development



Career Goals

Many of the respondents have clear aspirations for advancement but some view the department as a stepping stone to a larger department in a major municipality. For most (78%) the job is a calling.

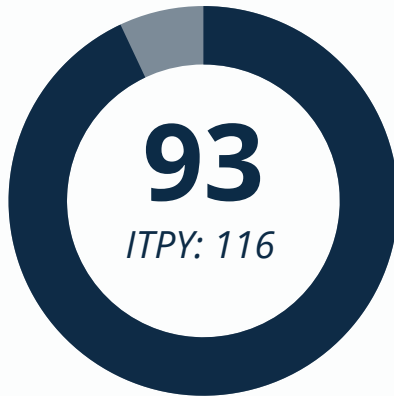


Removing Barriers

Senior leadership may be inadvertently micromanaging team members. Respondents noted that they have brought ideas/initiatives to test, but leaders haven't been receptive, or the project hasn't gotten support. We suggest supporting projects, especially if there is no financial investment needed.

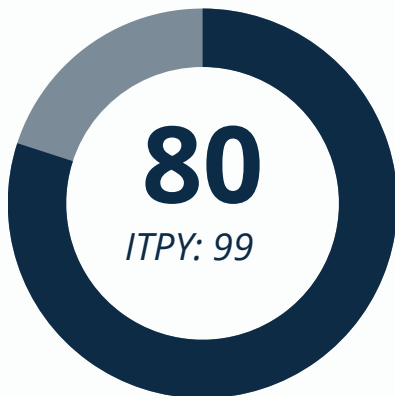
Dimension Breakdown

Development



Engagement

The team development program, GoTo, has proven valuable. This is an opportunity for the crew to work together to tackle challenges and an opportunity to invite the community to participate. Great work here!

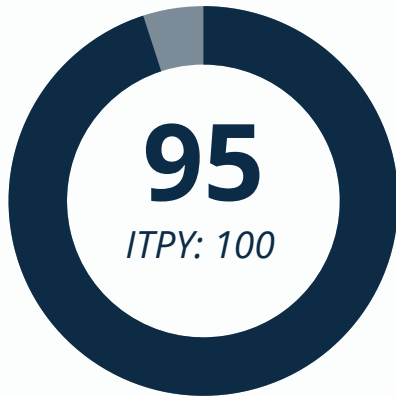


Growth

This score reflects the overall desire to use the department for career growth. The growth environment hasn't changed dramatically. There is an education program that many respondents are not using. Since this plan already exists and already has a budget allocation, let's brainstorm a way to help the crew use their education benefit.

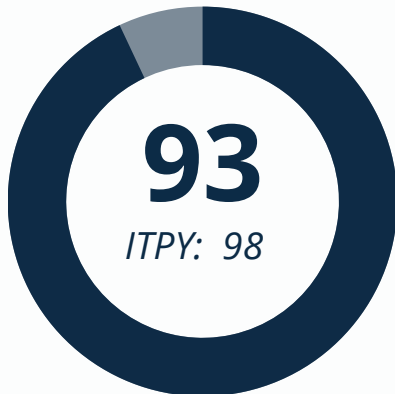
Dimension Breakdown

Interpersonal



Organization Pride

Great work here. The community outreach program is having a clear impact on the crew. Those that would recommend the department to a friend or family member has increase 12 points (87%).

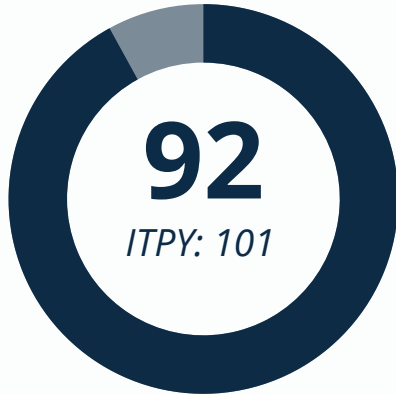


Quality of Care

The crew is learning more are less stressed and more engaged. This translates into a perception that the quality of care has improved. What does the MPD think? What do you (leadership) think? How, if at all, have the run reviews changed or the QAs?

Dimension Breakdown

Interpersonal

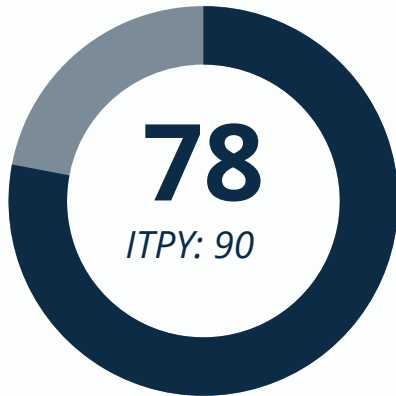


Well-Being

The providers are less stressed. This is likely a direct result of higher engagement. This is great, keep up the great work.

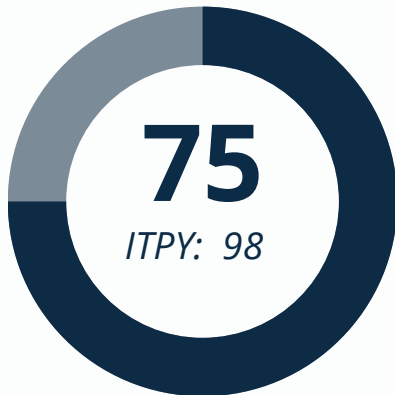
Dimension Breakdown

Organizational



Culture

Culture has slipped a little bit. Those who responded that they are moderately proud of the organization are also the people who have ideas that have gone unsupported. This shows that there is a desire for greater ownership. How can we give it to them?

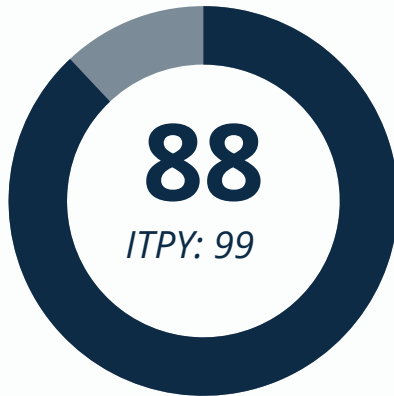


Representation

A small and consistent group (15%) doesn't believe the union and leadership communicate in good faith. This group has not changed in size though the degree of their dissatisfaction has fluctuated. This may be an area where our one-on-one team can step in and facilitate discussions. An unbiased third party may be able to build some trust here.

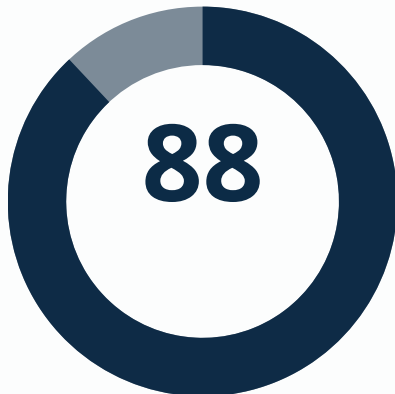
Dimension Breakdown

Organizational



Communication - Leadership

The team overall likes the communication. Some (9%) say email communication is too frequent, and (8%) say it's not frequent enough. That means 80% of the team is indifferent about communication frequency, and nearly everyone feels well-informed. There is a very small group who don't feel informed enough. Having a quarterly Q&A with the crew may be a good idea.



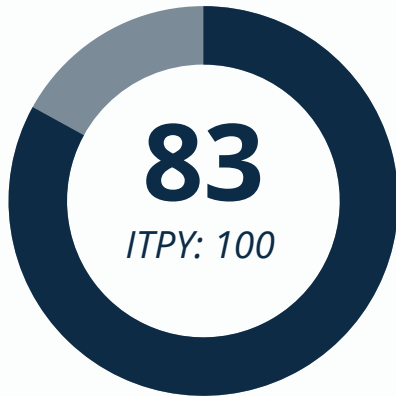
ITPY: 100

Initiative

Similar to engagement, there are those who would like to go above and beyond or try new things but feel the initiatives or programs can't get any traction. Let's talk more about this because it has the potential to improve engagement and well-being.

Dimension Breakdown

Organizational



Prioritization - Leadership

Most of the team (83%) enjoy the fire training but understand the practicality of medical training. They understand that both are required for the job, but medical is most of the work. The team feels that they are over-indexing on fire training. Thought another way, they may feel that they are not keeping up with the rapid changes in medial training.

Good Job!

Keep up the great work!



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