

Today's Corporation

Recommendations

The following recommendations are made with the understanding that Today's Corporation is a great organization with many admirable qualities. These recommendations are made with the knowledge that some of the recommendations may have been implemented in the past, are currently being implemented, or are planned for implementation in the near future. The recommendations are intended to show that if the organization's leaders "turn up the volume" in some of the lowest rated areas, it would make the company an even better place to work.

1. Cross-Departmental Teamwork and Communication

#	Question	Current	Previous	+/-
53	In my opinion, the different departments/branches cooperate well together.	75.6	81.4	-5.8

In looking at the data department by department, the data indicates that in some cases, different areas may not be united as a team. It will be difficult to raise customer service and quality to an even higher level without working cooperatively as a cohesive team. It will be important for managers in areas that responded less favorably to this question to gain an understanding as to why their employees feel everyone is not doing their part when it comes to helping other areas in the organization. Managers will then need to outline actions that can be taken to improve the response to this question.

It is also recommended that Today's Corporation create an action plan for improving the communication between departments. The action that works well is to have each department brainstorm to identify the three departments they interact with where communication is a struggle. Then schedule a short thirty minute meeting with a cross-section of team members from each area to address the following three questions:

- What is going well and/or right between the two areas in regards to communication and teamwork?
- Where are their opportunities to build even stronger communication between the two areas?
- What actions will the areas commit to in order to improve communication and teamwork?

Each area should leave the meeting with their own set of actions that they will take to improve the level of communication between the areas. Then, schedule another thirty minute meeting in 30 days to follow-up, acknowledge successes and build upon the action plan.