Introductions

Jessica Nawrocki
Collections Division Manager

Joanne Kurjan Cook
Director, Account Maintenance Division
Oklahoma Tax Commission

Julie Fletcher
Director of Internal Communications

Marie McFarline
State Administrative Manager
Field Audit 2
Employee Engagement
Jessica Nawrocki
Collections Division Manager

revenue.nebraska.gov
Engagement on a Daily Basis

• Daily Huddles
  • Gold Stars
  • Shout Outs for going above and beyond
• Getting input for change from Front Line Staff
Engagement Through Performance Management

• Developing SMART Goals, that were collaborative
• Having Quarterly Meetings on performance with each Teammate
Engagement through Recognition

- Quarterly Recognition for certifications, years of service
  - There is always a treat of some kind
- Annual Recognition (All have certificates and different prizes associated to it)
  - Teammate of the Year
  - New Teammate of the Year
  - Manager/Supervisor of the Year
  - Tax Commissioners Award
- On the Spot Awards ($25 Gift Check)
- Way to Go Awards (recognition on internal Webpage)
Michigan Department of TREASURY

Treasury is the employer of choice where employees have the resources to excel in a career oriented work environment and where there is the highest quality of leadership with active communication across all levels of the organization.

EMPLOYEE ENGAGEMENT

EMPLOYEE DEVELOPMENT • LEADERSHIP • INCLUSION & DIVERSITY
Michigan Department of TREASURY

- Coffee & Conversation with the Treasurer
- Treasury Star Awards
- Recognition Coins
- Mentoring Program
  - Mentor the Mentor
- Employee Engagement
- Two-way Communication
- Supervisor Development Program
- Recruiting
- Career Path/Leadership Pipeline
- Talent Bank
- Pulse Surveys
- Employee Resource Groups
- Leadership Training Programs
Tax Processing

Instituted a more predictable scheduling model

Improved interactions with direct supervisors
79% of staff acknowledged that management is making an effort to improve employee engagement.
Audit Processing
Focus on Communication and Career Growth

Monthly eating meetings
Inter-unit job shadowing
Brainstorm box

We don’t learn from talking; we learn from listening. ©QuotesEmpire.com
Field Audit

What Taxpayers are saying about TCB?

“My compliments to the field auditor. She was professional, friendly and helpful.”
Field Audit

- Improving communication
- Improving Teamwork
- Skip level 1:1 meetings
- Increasing Training Opportunities
Discovery’s EE team is improving the work environment at TCB

- Board games during lunch
- Thriller reenactment
- Massages
- Employee Appreciation week
Employee Engagement Activities

Training Unit

- Monthly team ‘cultural’ luncheon.
- Developed trust standards
- Developed their own mission, vision, values statements
- Designed their own logo.
Our efforts are making a difference....
Employee Engagement

Julie Fletcher, Director of Internal Communications
Indiana DOR Internal Communications

Our Focus:

• Educating Employees

• Engaging Employees

• Celebrating Employees
Keys to Our Success

- Leadership buy-in
- Dedicated team member(s)
- DORientation
- “Outside the box” thinking
- Pulse checks
Awarded Indianapolis Star 2019
Top Workplace
Educating Employees

- Internal email messaging
- Video messaging
- Internal newsletter
- Intranet

InternalComm@dor.in.gov
Engaging Employees

- #WeAreDOR
- #DORGivesBack
- All Agency Meetings
- Spirit Days
Engaging Employees, cont.

- DOR Apparel
- Hallway branding
- Current event-type events
- Transformational Ideas Portal
Celebrating Employees

- Celebrations
- Employee of the Month
- DOR Prizes
- Years of Service
Covering the costs

- Breakfast/snack sales
- Jeans days
- Chili cook-offs
- Bake sales
Thinking outside of the box…
Engaging Your Employees to Create Success in the Workplace

Joanne Kurjan Cook
Oklahoma Tax Commission
Engaging Your Employees

* The Challenge and Subsequent Plan
  * Better Training
  * Improved Workspace
  * Other
  * Results
Our mission, at the Oklahoma Tax Commission, is to serve the people of Oklahoma by promoting tax compliance through

quality service and fair administration.
Engaging Through Training

* Daily huddles
* Visual/Monitors
* Variance
* Interactive quizzes & scavenger hunts
* Electronic/paper materials
* Group meetings
Engaging Through Workspace

* Survey says?

Oklahoma Tax Commission • 4/25/19
The OTC is here to settle a very important debate: creamy vs crunchy peanut butter. We are #teamcreamy by 53%! What's your preference? #peanutbutter
Engaging Through Other Methods

* Special Recognition
* Kudos Emails
* Breaking bread
* Opening the door and division walks
* Rolling up our sleeves
Results

* Increased productivity
* Reduced call volume
* Better retention rate
* And a smile!
Let’s Connect and share ideas!

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