

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

NEBRASKA

Good Life. Great Service.

DEPARTMENT OF REVENUE

Employee Engagement

Jessica Nawrocki

Collections Division Manager

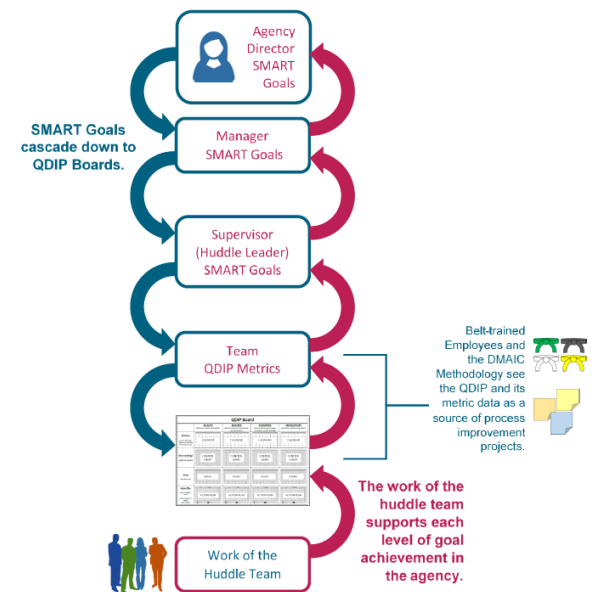
revenue.nebraska.gov

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 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



Pulse Surveys

Employee
Resource Groups

*Leadership
Training Programs*

Tax Processing



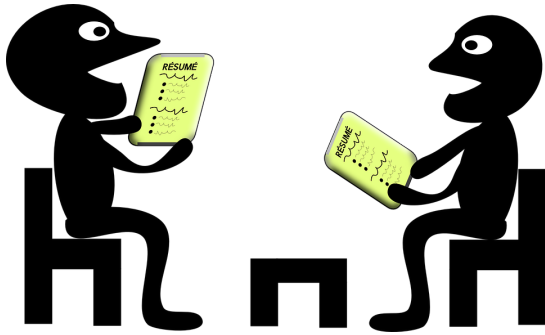
Instituted a more predictable scheduling model



CC BY-SA

Improved interactions with direct supervisors

Appreciation



Improved Feedback



Employee only meetings



Operations

- ▶ 79% of staff acknowledged that management is making an effort to improve employee engagement



Monthly eating
meetings



Agendas for all
meetings



Inter-unit job
shadowing



Brainstorm box

Audit Processing

Focus on Communication
and Career Growth



Field Audit

What Taxpayers are saying about TCB?

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



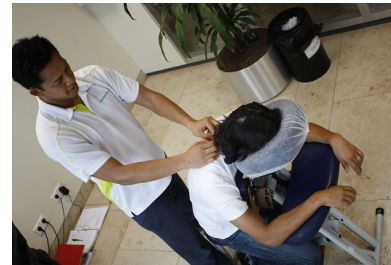


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Field Audit

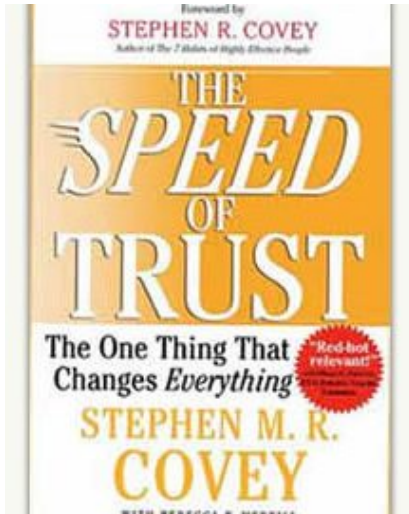
- ▶ Improving communication
- ▶ Improving Teamwork
- ▶ Skip level 1:1 meetings
- ▶ Increasing Training Opportunities



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....





INDIANA DEPARTMENT OF REVENUE

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

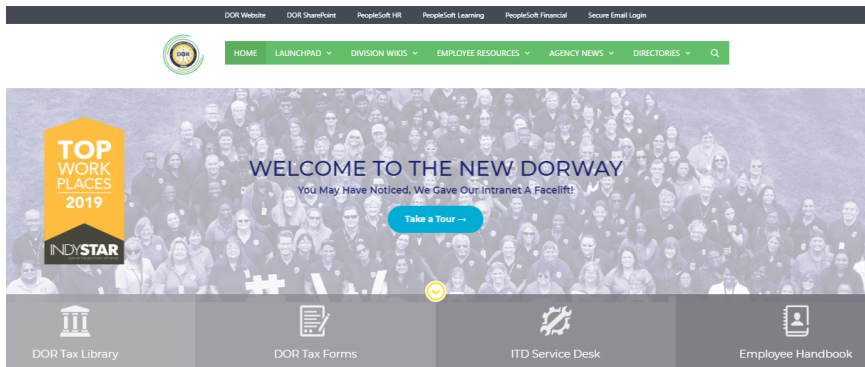


Awarded Indianapolis Star 2019 Top Workplace



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



Transformational Ideas Portal



Do you have a great idea for DOR? Think it could be worth a DOR Prize?

Submit your idea today!

DOR team members who submit an idea using the Transformational Portal could receive a DOR Prize if their idea is implemented. Previous ideas include DOR polos for all staff and the tuition reimbursement program.

Please note, the portal is not for submitting facility requests or maintenance issues, which can be sent directly to **Logan Watson**.



Celebrating Employees

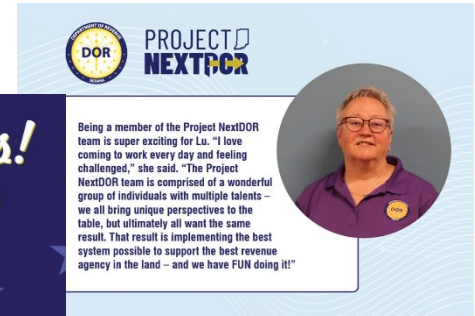
- Celebrations
- Employee of the Month
- DOR Prizes
- Years of Service



PUBLIC SERVICE ★

RECOGNITION WEEK

MAY 6-10



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

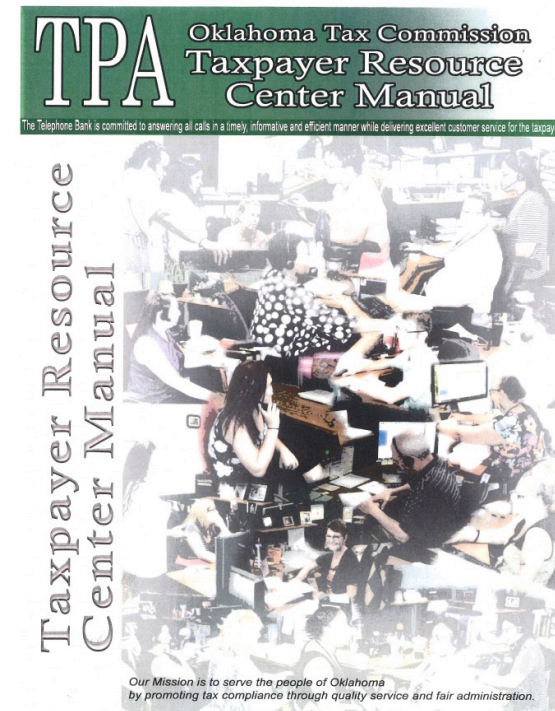
- * The Challenge and Subsequent Plan
 - * Better Training
 - * Improved Workspace
 - * Other
 - * Results

The Challenge

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?



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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