

# APPLICATION FORM

## FACET OF EXCELLENCE:

### *Employment and Communication*

#### How to Complete the FACET Application Form

- **CATEGORY OVERVIEW** – For each of the Categories for this Facet of Excellence, you will be asked to provide a *Category Overview*. This section is important but will not be scored, as this section typically depends on factors such as business type and size, organizational relationships, the organization’s state of development and employee capabilities and responsibilities – all of which are specific to an individual organization.

For the *Category Overview* there will be a question or a set of questions and space will be provided below in a yellow shaded cell for the Applicant Response to be provided. As you type in the cell, it will expand with your response. Please be thorough, yet concise.

- **QUESTIONS WITHIN EACH SCORING DIMENSION** – There are four (4) *Scoring Dimensions* for each Category:

1. **Strategic Alignment**
2. **Systematic Planning and Approach**
3. **Execution and Communication**
4. **Measurement, Evaluation, and Results**

For each *Scoring Dimension* there will be a question or a set of questions and space will be provided below in a yellow shaded cell for the Applicant Response to be provided. As you type in the cell, it will expand with your response. Please be thorough, yet concise.

## APPLICATION FORM

### **FACET OF EXCELLENCE:**

#### ***Employment and Communication***

### **Intent and Purpose of the FACET**

The intent and purpose of this **FACET** is to examine your organization's efforts at listening and responding to employee concerns (regardless of whether employees are a represented collective bargaining unit), involving/engaging employees, supporting the organization's desired culture, and communicating with employees. There is no preferred structure or process. We are looking to see if these efforts:

- Enhance the relationship between the employee and the employer
- Reinforce consistency between what the organization says and how it behaves
- Support the achievement of your organization's goals and objectives
- Contribute to the overall success of the organization

### **CATEGORIES:**

- Employee and Labor Relations
- Corporate Culture and Ethics
- Employee Communication

## APPLICATION FORM

### **Category: *Employee and Labor Relations***

#### **Category Overview:**

Provide an overview of each key program/tool/initiative your organization uses to learn of and respond to employee concerns, suggestions and/or complaints. Include initiatives that enhance employee involvement as well as any tools for gathering employee assessments of the organization. Also include, if applicable, any innovative programs or initiatives that enhance relationships with formal or informal employee groups.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Strategic Alignment:**

Do you consider the organization's strategic plan when determining your programs/tools/initiatives? If so, how?

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Systematic Planning and Approach:**

How do you decide which programs/tools/initiatives you will use to learn about and respond to employee and/or labor relations?

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Execution and Communication:**

Describe in detail how you implement your employee and/or labor relations programs. Include a discussion of the communication strategies and methods that support implementation. How are your employee and/or labor relations programs assessed and revised (if needed) over time?

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Measurement, Evaluation, and Results:**

- A) Do you measure the results of your employee and/or labor relations programs? If so, how?
- B) Do you gauge employee satisfaction levels with the employee and/or labor relations programs? If so, how?
- C) Do you assess the on-going impact of your employee and/or labor relations programs on the individual employee's performance? On the organization's performance? If so, how?
- D) Do you use the information you gather to improve the employee and/or labor relations programs? If so, how?

For each of the questions above (A-D), list the specific results below. You may provide this information in a pictorial format such as a table, chart, graph, etc.

**Applicant Response: (This cell will expand as you enter your response.)**

## APPLICATION FORM

### **Category: *Corporate Culture and Ethics***

#### **Category Overview:**

Provide an overview of how your organization determines internal behavioral and ethical expectations that shape your organization's culture (from entry level employees to top-level management) and comply with regulatory requirements. Include ways in which these expectations are integrated into the company's business practices, as well as procedures for addressing gaps between cultural expectations and behaviors that are exhibited.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Strategic Alignment:**

Explain how your corporate culture supports the organization's strategic objectives.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Systematic Planning and Approach:**

How is your corporate culture created? Who shapes the environment and approach to managing day-to-day activities and decision making required for your company's current and future needs? How does your organization approach ethical issues?

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Execution and Communication:**

Describe in detail how you instill the adopted culture and ethical expectations in the workforce and in business practices. Include a discussion of the communication strategies and methods that support implementation of your cultural and ethical expectations.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Measurement, Evaluation, and Results:**

- A) Do you gauge employee understanding of your corporate culture? If so, how?
- B) Do you gauge whether your employees believe the organization in fact models its stated behavioral and ethical expectations? If so, how?
- C) Do you gauge employee satisfaction with the organization's culture?
- D) Do you gauge employee satisfaction with the organization's ethical conduct?
- E) Do you gauge customer satisfaction levels that can be attributed to your organization's culture and ethical conduct? If so, how?

For each of the questions above (A-E), list the specific results below. You may provide this information in a pictorial format such as a table, chart, graph, etc.

**Applicant Response: (This cell will expand as you enter your response.)**

## APPLICATION FORM

### **Category: *Employee Communication***

#### **Category Overview:**

Please describe in detail how your organization engages employees through communication. Include both informal and formal programs/tools/initiatives.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Strategic Alignment:**

Explain how your employee communication strategy supports the organization's strategic objectives and culture.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Systematic Planning and Approach:**

How do you determine the most appropriate method of communication for each message that must be delivered? (Include delivery method, frequency, audience, level of detail, etc.)

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Execution and Communication:**

Describe in detail how you implement your employee communication strategy.

**Applicant Response: (This cell will expand as you enter your response.)**

#### **Measurement, Evaluation, and Results:**

- A) Do you measure the effectiveness of your employee communications? If so, how?
- B) Do you gauge employee satisfaction levels with corporate communications? With management communications? If so, how?
- C) Do you assess the ongoing impact of communication on the individual employee's performance? On the organization's performance? If so, how?
- D) Do you use the information you gather to improve your communication initiatives? If so, how?

For each of the questions above (A-D), list the specific results below. You may provide this information in a pictorial format such as a table, chart, graph, etc.

**Applicant Response: (This cell will expand as you enter your response.)**