



Q4 FY22 Demographic Focus Group Meeting

Demographic: Role

Focus Group: Staff Administrators & Administrative Support

Leadership Sponsor: Steve Smith

Council Ambassador: Jacqueline Bacon

Meeting Agenda

Introductions & Ground Rules

Reported Progress on Designated Actions

Mentimeter Questions

Close Out



Ground Rules

- Please mute microphones when not speaking, and raise your hand if you want to speak
- Be present in the moment, put away any distractions.
- Actively listen when others are speaking.
- Wait to be prompted to speak.
- Respect the opinions shared by others.
- Suggest options or solutions to improve situations shared (as appropriate).
- Do not share information you are uncomfortable sharing. If there is something private, you would like to convey contact your AD/DH, HR or Leadership Sponsor after the meeting or via email.



Progress of Actions Lab-wide

- **Launched Applicant Tracking System**
 - Improve candidate and in house user experience
 - Revised the application process so that internals are now only required to attach a resume and answer a few short questions. Process takes less than 5 minutes to apply
- **Paid Parental Leave added to Benefits Portfolio**
 - Supports efforts to achieve a more inclusive workforce and retention of staff, particularly females
 - Three staff currently utilizing this benefit, four pending approval, three staff completed their six weeks of PPL (*as of 9.7.22*)

Progress of Actions Lab-wide

- **Implemented Remote Work Policy**
 - Designed to optimize employee flexibility while meeting mission needs
 - Introduced “Remote Work at Jefferson Lab” eLearning for staff
 - Facilitator course available: “Leading a Hybrid Team at Jefferson Lab”
 - 61% of staff approved for some form of remote work (*as of 8.19.22*)
- **Expand and invest more towards outreach plan**
 - Engage with local community colleges such as Virginia Peninsula and Tidewater to technician career paths at JLab, partner with Historically Black Universities, Minority Serving Institutions, and SURA Universities
 - 9/27 Onsite Event – The Road to Jefferson Lab, 45 schools invited
 - Post on open jobs on diverse job boards





Individual Career Profile (ICP)

PROGRESS

- As of September 1st, **25%** (up from 19%) of staff have completed their ICP and reviewed by their supervisor
- **8%** (down from 18%) submitted by employee and awaiting supervisor review

WORK TO DO

- **12%** Employee started ICP but did not finish
- **54%** No form in any status

JLab Mother's/Wellness Rooms

- To support a more positive, relaxing environment for the lab community and new mothers at the lab, there are now two dedicated wellness/mother's rooms available for use. Each room has a refrigerator, seating and a nearby sink.
 - CEBAF Center (Bldg. 12) Room F333
 - Accelerator Maintenance Support Building (Bldg. 87) Room 113
- When space is not in use by a new mother, the room is available for anyone to take a quick breather and relax. The lock on the door handle will indicate when the room is in use. In the case of emergency, there is a break glass case containing a key outside the door.
- Should you have any questions, contact Corry Smith, CRE Project Engineer at 757.269.7700 or via email at csmith@jlab.org.

The above information was originally shared in June 8th's JLab Weekly. More Wellness/Mother's Rooms (Bldg. 28, Room 7A and Bldg. 55, Room 2519) are planned to be ready this month. When ready, communication will be shared through the weekly briefs.



DEI in Action



Q4 DFGM: Role (SA/AS)

- Ongoing engagement with senior leadership, staff and Users through Demographic Focus Group meetings
- Developed routine promotion of DEI resources, events, and information in a centralized location
- Published real-time and relevant content through the DEI Corner (*biweekly edition of the Weekly Brief*) to increase awareness and conversation
- Updated **DEI website** with real-time resources
- Hosted DEI virtual sessions celebrating key heritage months, mental health awareness
- Held Get Connected Events to break from work and meet someone new (next event – Sept. 8th)

DEI – Planned Initiatives

- Introduce specific core competencies with a focus on DEI for line management
- Leverage Individual Career Profiles to identify career pathing opportunities and address retention
- Launch Inclusion Survey early 2023 (staff & Users)



Suggested Reading List

Personal Growth & Development

[Crucial Conversations](#) by Kerry Patterson, Joseph Grenny, Ron McMillan, & Al Switzler
[Your Belief Quotient](#) by Dr. Lisa Van Allen
[Attitude Is Everything](#) by Jeff Keller

Personal Effectiveness

[The 7 Habits of Highly Effective People](#) by Stephen R. Covey
[The 8th Habit: From Effectiveness to Greatness](#) by Stephen R. Covey
[The Proactive Professional](#) by Chrissy Scivicque

Personality Type: Understanding Your Own and Others'

[Type Talk at Work](#) by Otto Kroeger with Janet M. Thuesen & Hile Rutledge
[The Art of Speedreading People](#) by Paul D. Tieger & Barbara Barron-Tieger
[The New Birth Order Book](#) by Dr. Kevin Leman

Administrative Career

[The Innovative Admin](#) by Julie Perrine
[The Organized Admin](#) by Julie Perrine
[Become a Procedures Pro](#) by Julie Perrine
[Administrative Excellence](#) by Erin O'Hara Meyer
[SuperCompetent](#) by Laura Stack
[Become an Inner Circle Assistant](#) by Joan Burge
[Be the Ultimate Assistant](#) by Bonnie Low-Kramen
[Not Just an Admin](#) by Peggy Vasquez

Strengths

[StrengthsFinder 2.0](#) by Tom Rath (includes an assessment)
[StandOut](#) by Marcus Buckingham (includes an assessment)
[Find Your Strongest Life](#) by Marcus Buckingham

Personal Branding & Professional Appearance

[Make a Name for Yourself](#) by Robin Fisher Roffer
[Career Distinction](#) by William Arruda & Kirsten Dixon (includes an assessment)
[Oh No She Didn't](#) by Clinton Kelly

Productivity and Time Management

[Inbox Detox and the Habit of E-mail Excellence](#) by Marsha Egan
[The Exhaustion Cure](#) by Laura Stack
[What to Do When There's Too Much to Do](#) by Laura Stack

Ideas for Book Reading Applicability

- Don't train for entertainment; train for applicability
- Think about how the book applies to you and your work
- How can you apply the books' theme or principles to your work?
- How will you know that the books' ideas or principles are making you better?
- Thoughts on starting a book club?



You Asked, We Answered

- ICP Questions:
 - How often should an ICP be completed? [Complete by December 1st.](#)
 - What is the turnaround for supervisors and management to respond to the ICP? [There is no 'hard date' provided as far as a response time to ICP's submitted, but supervisors should have ICP's reviewed by the time they meet with their staff.](#)
 - What is our recourse if they do not respond to the ICP? [Escalate to AD.](#)
- Stretch assignments/Growth Opportunities:
 - How can I request for a stretch assignment? I feel stuck in my role and would like to grow. I would like to take on more responsibilities and tasks to be considered to have opportunities for promotion in the future. [We discussed the importance of development being a 2-way street of accountability between the employee and supervisor.](#)
 - How can we be given more OJT so that we can do a better job with our respective roles as SA's and AS's? [Leverage the ICP tool and intentionally have conversations about professional development, whether it be OJT or something more structured outside of work.](#)
 - How can our leaders be taught skills to manage people? [There is broad organizational acknowledgment that an area of improvement is to better equip line management with general upskilling to be more effective leaders.](#)
 - Do we have LinkedIn Learning or something similar? [We do not have this resource, but we do have other training offerings that has a library of courses to choose from.](#)



You Asked, We Answered

- Resources:
 - Can we have a department or team survey completed perhaps by other departments that we closely work with to see how we are doing or what we could work on? It would be good to hear about any compliments or complaints. [A feature with Service Now is that it offers customer service surveys.](#)
 - What about having Virtual team building or short activities on Zoom/Teams to get to know others within the group more personally? [With the formalization of Remote Work, it's important for teams to set aside time to intentionally build relationships with their colleagues and get creative with this format.](#)
 - What about skip level meetings? I think that's helpful and gives opportunities for others who don't get to speak to their boss' boss, but this is not consistent lab-wide. It seems some divisions are more proactive than others. [This is a tool that divisions can explore.](#)



What does DEI mean to you in your respective role?

That our opinions are heard and valued

Respect and belonging

That we should embrace and respect everyone as they are for what they can bring to the table. Different backgrounds both personally and work related brings bigger and better ideas and solutions.

To be heard of any ideas, suggestions and improvements.

Belonging

That everyone gets a fair shot

We are heard

Respect, inclusion

Awareness of inclusion and embracing it

What does DEI mean to you in your respective role?

DEI means everyone has an opportunity to flourish.

Feel apart of the Lab community

Fairness in pay

Everyone is represented and treated the same no matter seniority or position or any other identifying characteristics

Everybody matters!

to be empowered to do better with delivery of good criticism

Not only to be listened to, but to be heard.

Bringing awareness to Leadership about concerns we have and getting to see them truly understand and work to help us resolve those disparities and improve the culture at JLab

I think there are a lot of leaders that value this and put it in action but it's not consistent at the lab

What does DEI mean to you in your respective role?

not feel isolated and not give the same benefits as my peers

agree with that last statement about across the Lab

That leaders are expected and accountable to DEI goals at the lab

a sense of fairness in how things are done

Informative! Supportive!

The meeting was very informative.

Supportive

How should DEI actions affect the JLab work environment?

Positively!

It should help even the playing field

Should create a psychologically safe workplace

Managers should be educated on what inclusivity and equity look like in the workplace

You feel excited to get up and show up whether remotely or in person!

Positively impact daily routines and future planning.

It creates a workplace that is desirable to work in

to always improve and make the entire Lab a great place to work equally

That all leaders are expected and held accountable to DEI goals at the lab

How should DEI actions affect the JLab work environment?

Help make diversity and inclusion a requirement not an option when it comes to supervisors and the way they hire and promote

I hope the actions will open the eyes of many; voices of those not previously comfortable speaking; bring about collaborations and friendships; increase communications.

Repeat - hold leaders accountable!

All positions are equally important...no one is less than.

Agree with the all leaders comment - leadership should listen and respond when genuine concerns of employee behavior is brought to their attent

Transparency

Increase feelings of inclusion and productivity

Define actions designed to inspire should be reflected in the work environment.

Good, thank you for the time!

How should DEI actions affect the JLab work environment?

Happy to see things changing positively.

How was this meeting for you? We're interested in your feedback!

Excellent though not long enough!

Informative and encouraging

Good, how will these meetings change with the upcoming inclusion survey? Will these groups be defined differently?

encouraging!!!

Informative.

Informative. Good to know that The Lab cares about DEI.

I wish they happened more frequently :-)

Great! I love this group. I attend as many as possible and this is by far the best one! Steve we can feel your passion!

Appreciate the follow up and learning the actions taken brought about by our feedback before.

How was this meeting for you? We're interested in your feedback!

I was pleasantly surprised with the well organized content, obvious hard work going on in this space for our group and looking forward to making my way through the reading list.

Great updates!

Also yes shout-out to our staff administrators and administrative support personnel!! You all are the backbone of our lab! We could not function without you!!!

Can we sign up to be your staff Steve? :)

I have a better positive view of the lab, feel more appreciated and more encouraged to be heard of my suggestions.

Glad to see things changing positively.

I like the idea of a book club; however, if not a book club, how about a bi-weekly or monthly meet up to discuss these topics more in-depth to continue our brainstorming and idea sharing.

Great meeting—great info -I appreciate the effort that is taken place throughout JLab to make everyone feel valued and included

I agree, Steve's passion shines through!!



Thank you!

**Next DFGM: March 2023
TBA in Weekly Briefs/Insight**

